WebPro
Administration Guide

For the NEC SV8100 Phone System

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Geek Speak ..... **Error! Bookmark not defined.**

Introduction

This document is will provide a general walk through of WebPro for the NEC SV8100 phone system. WebPro is a web based application used to manage the NEC SV8100 system. WebPro is rich with features to help users more easily manage their system when compared to conventional handset programming.

Please note that each system is custom designed to fit the customer's specific needs. Some of the features and steps mentioned in this document may not apply to your system. Access codes and extension numbers may be changed in order to accommodate your numbering plan. There may be areas that you have access to that are not covered in this document. There may also be areas that are covered but you do not have access to. If this occurs, contact your installing tech and request that they enable these areas.

More information can be attained by contacting AmeriCom

Important Note:

If you are unsure about the change you want to make, STOP! When you click apply, the change is made immediately. It is possible to unintentionally make a change that will affect how the system operates, so that the system appears to be broken or down.

A Few Words of Wisdom

If you have a problem with a specific phone or feature, check another phone that is working the way that you want it to work. Study and copy the programing of that phone to the one that is not working properly. This is the easiest way to troubleshoot problems.

If you are assigning a memory block that allows different options for the multiple night modes, assign the same data for each Night Mode, unless you specifically want the phone to act different in that Night Mode. For example; if assigning MB 21-04: Toll Restriction Class for Extensions, enter the same class for each Night Mode. Failure to do so would remove any restrictions you have created when the system is switched into another mode. For most installations, only modes one and two are used. This still should not stop you from assigning all modes. It is always possible for someone to inadvertently put the system into the wrong mode by mistake, or on purpose. Having these modes assigned makes sure that your system continues to function normally.

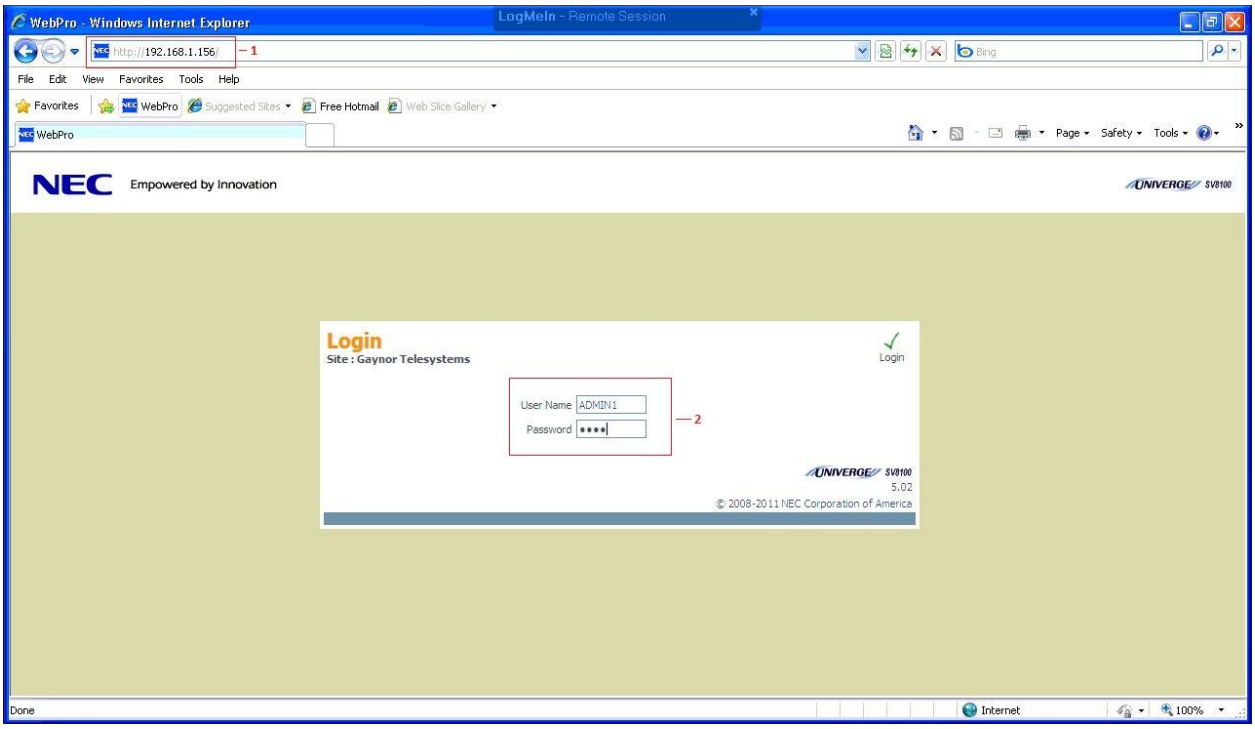
Getting Started

WebPro is the easiest and most efficient way to maintain your phone system. This guide only shows the basic items you need to make the basic changes that are done for day to day business. Many of the more advanced items are not covered in this guide. If you would like more advanced training, contact AmeriCom

Logging In

1. To log into the system, open any web browser and in the address field enter the IP address of the phone system.
2. The default login is:

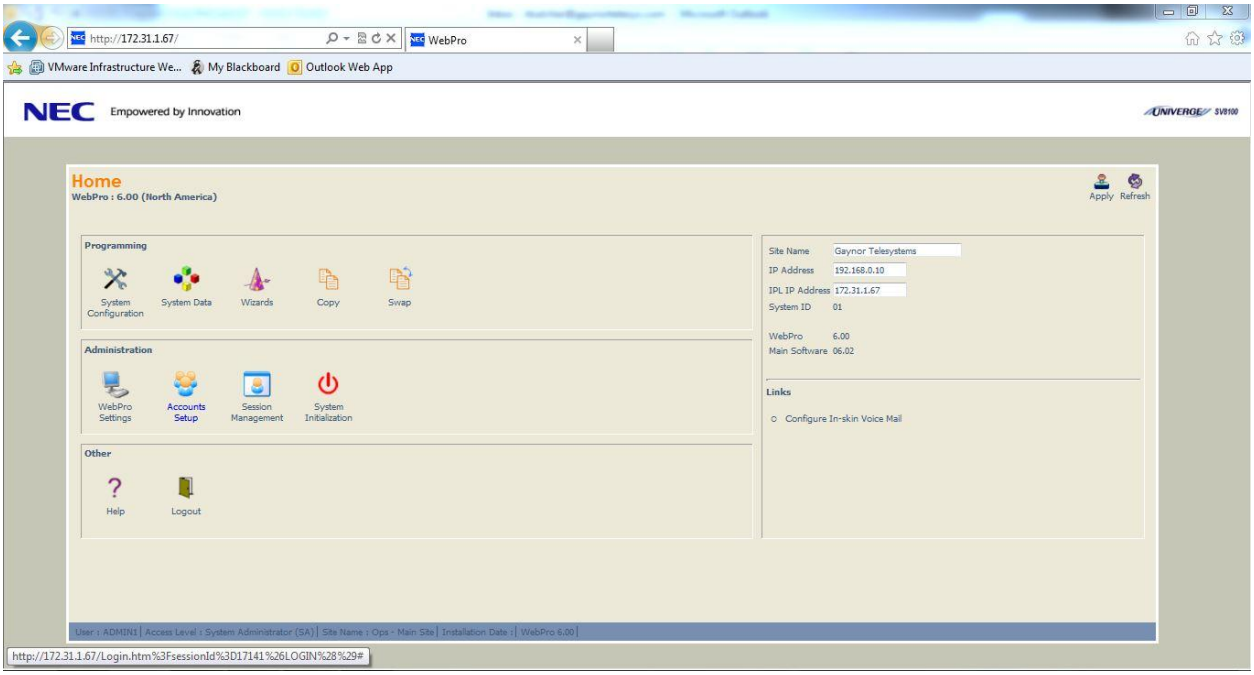
   User Name: ADMIN1
   Password: 0000



Note: Your IP address and login (if different) will be provided by the tech installing your system.

Home Page

After logging in you are brought to the home screen. Each link will take you to a different portion of the database. They will be described in greater detail later in this document.



Programming

- System Configuration – Shows the physical layout of the phone system including circuit card types and port numbers.
- System Data – This is where the majority of the phone system programming is done. Most of your time will be spent in this area of WebPro.
- Wizards – Lists all of the memory blocks needed for programming features in a step by step format.
- Copy – Allows you to quickly copy programming from one phone to another.
- Swap – Allows you to swap two phones to quickly move people when they are changing desks.

Administration

- WebPro Settings – This is the basic IP information and ports for WebPro and PC Pro access.
- Accounts Setup – Shows same information as WebPro Settings.
- Session Management – Shows who has logged into WebPro along with dates and times.
- System Initialization – This area allows you to re-set the phone system without physically powering down and back on the unit.

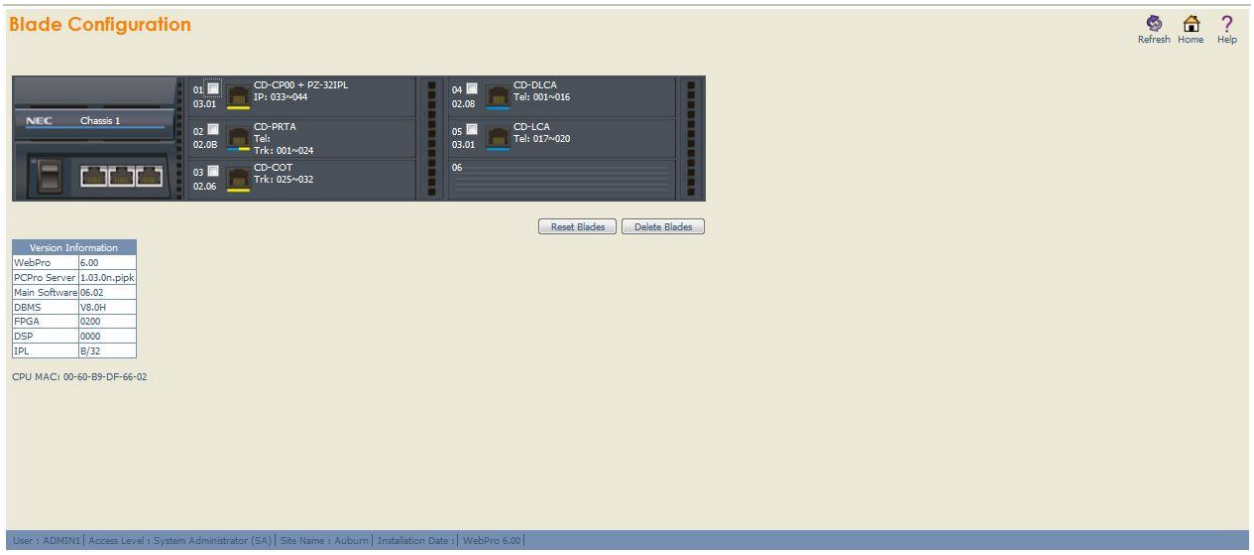
Other

- **Help** – Basic help info, including how to use some of the WebPro features.

- **Logout** – Ends WebPro session.
- **Site Information** – Basic information about the site including; Site Name, IP Address, System ID (if a multi-site system), and current software version.
- **Links** – If a UM8000 voice mail or another Special Application card is installed in the system, the links to configure them will be placed here.

System Configuration

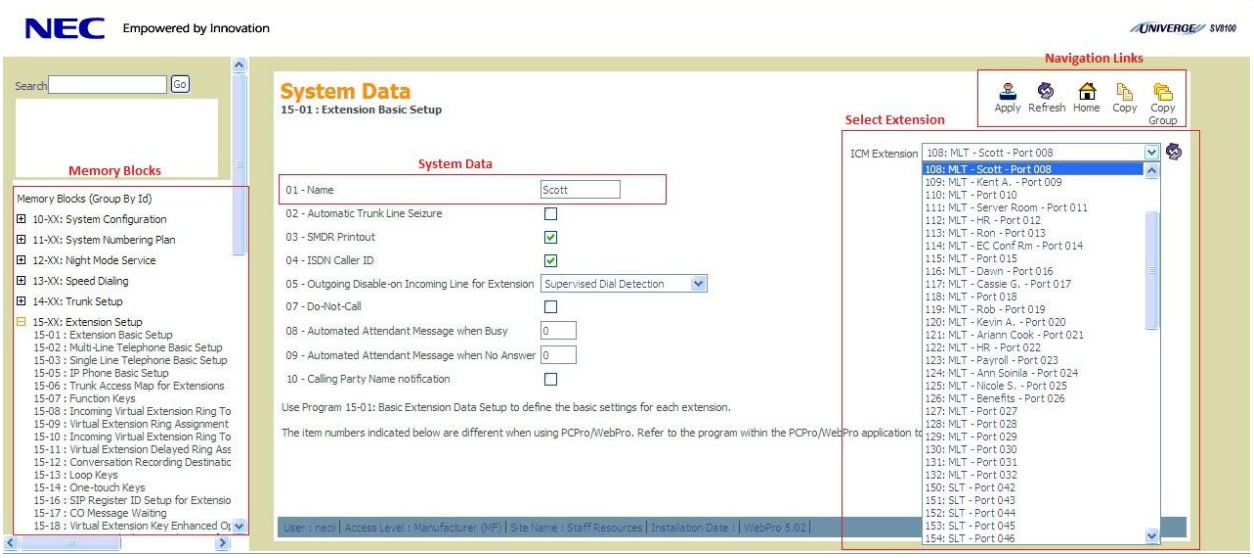
The Blade Configuration page shows the physical layout of the phone system along with the types of cards installed and what physical ports they are using. There are links to reset circuit cards and delete circuit cards on this page. Do not do either unless specifically instructed to by a Gaynor technician. This page is to be used for information gathering only.



System Data

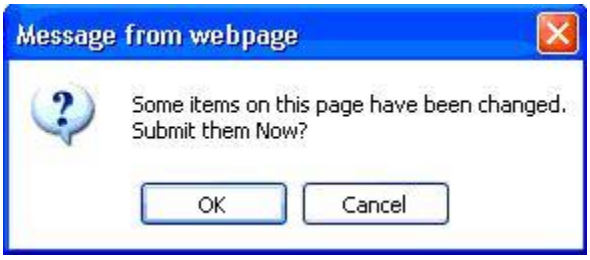
All programming changes are done through the **Memory Blocks** in System Data. Memory Blocks are specific locations within the database that hold system information. When talking to a tech they will instruct you to go to a specific memory block and make a change.

For example when asking for instructions on how to change the name in the display of a phone, a tech will tell you to go to **Memory Block 15-01-01**. On the **System Data** page, the left side lists the memory blocks available. Expand **15-XX: Extension Setup** and click on **15-01: Extension Basic Setup**. The first entry **01 – Name** is the Memory Block you are looking for. In the upper right of the screen is the **ICM Extension** pull down that will allow you select the extension that you want to make the change for. Do not forget this step or you will be applying the change to the lowest extension on your system (this usually ends up being the receptionist phone).


NEC Empowered by Innovation
UNIVERGE SV8100
Navigation Links
Apply
Refresh
Home
Copy
Copy Group
Search
Go
Memory Blocks
System Data
15-01 : Extension Basic Setup
Select Extension
System Data
01 - Name
Scott
02 - Automatic Trunk Line Seizure
03 - SMDR Printout
04 - ISDN Caller ID
05 - Outgoing Disable-on Incoming Line for Extension
Supervised Dial Detection
07 - Do-Not-Call
08 - Automated Attendant Message when Busy
09 - Automated Attendant Message when No Answer
10 - Calling Party Name notification
Use Program 15-01: Basic Extension Data Setup to define the basic settings for each extension.
The item numbers indicated below are different when using PCPro/WebPro. Refer to the program within the PCPro/WebPro application
ICM Extension
108: MLT - Scott - Port 008

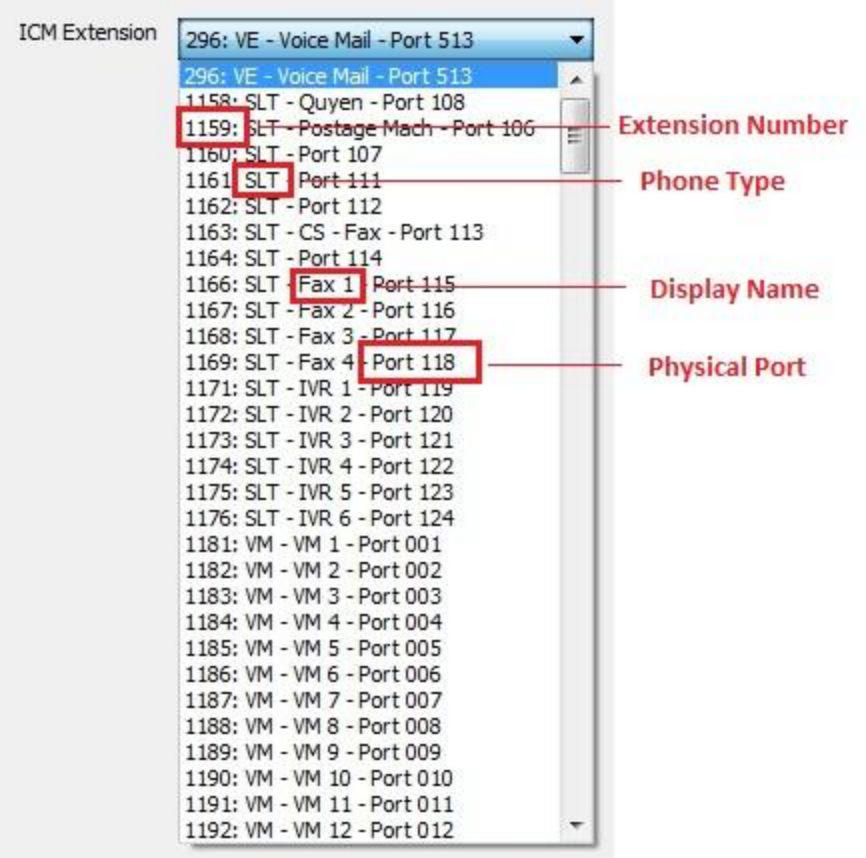
Once a change has been made, click **Apply** to confirm the change. If you make a mistake or want to undo something click **Refresh** before clicking Apply. Once Apply is clicked the change has been made. The only way to go back is to input the old information manually and re-apply it.

Note: If you move to another memory block without clicking Apply or Refresh the change will automatically be applied without warning. If you click on one of the Navigation Links without clicking Apply or Refresh, a popup will appear asking if you would like to apply the change.



On the **ICM Extension** pull down, the Extension Number, Phone Type, Display Name, and Physical Port are displayed. The five Phone Types are:

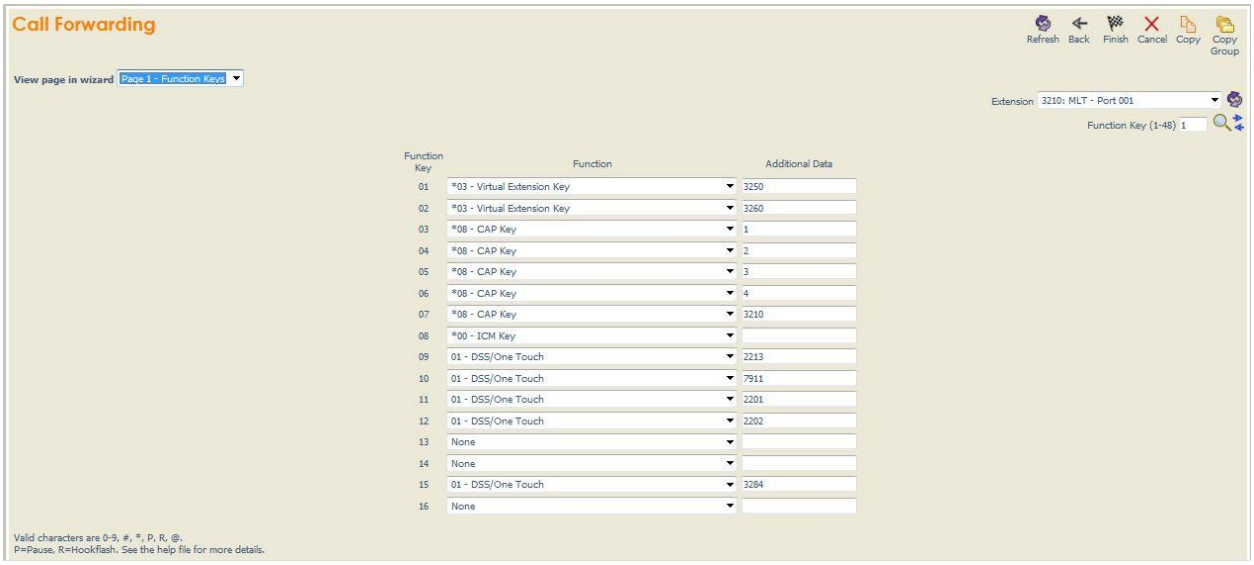
- **MLT** – Multiline Terminal (Standard NEC Digital Phone)
- **SLT** – Single Line Terminal (Analog device such as a fax)
- **VE** – Virtual Extension (Extension that does not have a physical phone)
- **IP** – IP Phone (Network attached phone)
- **VM** – Voice Mail Extension


ICM Extension
296: VE - Voice Mail - Port 513
296: VE - Voice Mail - Port 513
1158: SLT - Quyen - Port 108
1159: SLT - Postage Mach - Port 106
1160: SLT - Port 107
1161: SLT - Port 111
1162: SLT - Port 112
1163: SLT - CS - Fax - Port 113
1164: SLT - Port 114
1166: SLT - Fax 1 - Port 115
1167: SLT - Fax 2 - Port 116
1168: SLT - Fax 3 - Port 117
1169: SLT - Fax 4 - Port 118
1171: SLT - IVR 1 - Port 119
1172: SLT - IVR 2 - Port 120
1173: SLT - IVR 3 - Port 121
1174: SLT - IVR 4 - Port 122
1175: SLT - IVR 5 - Port 123
1176: SLT - IVR 6 - Port 124
1181: VM - VM 1 - Port 001
1182: VM - VM 2 - Port 002
1183: VM - VM 3 - Port 003
1184: VM - VM 4 - Port 004
1185: VM - VM 5 - Port 005
1186: VM - VM 6 - Port 006
1187: VM - VM 7 - Port 007
1188: VM - VM 8 - Port 008
1189: VM - VM 9 - Port 009
1190: VM - VM 10 - Port 010
1191: VM - VM 11 - Port 011
1192: VM - VM 12 - Port 012
Extension Number
Phone Type
Display Name
Physical Port

Wizards

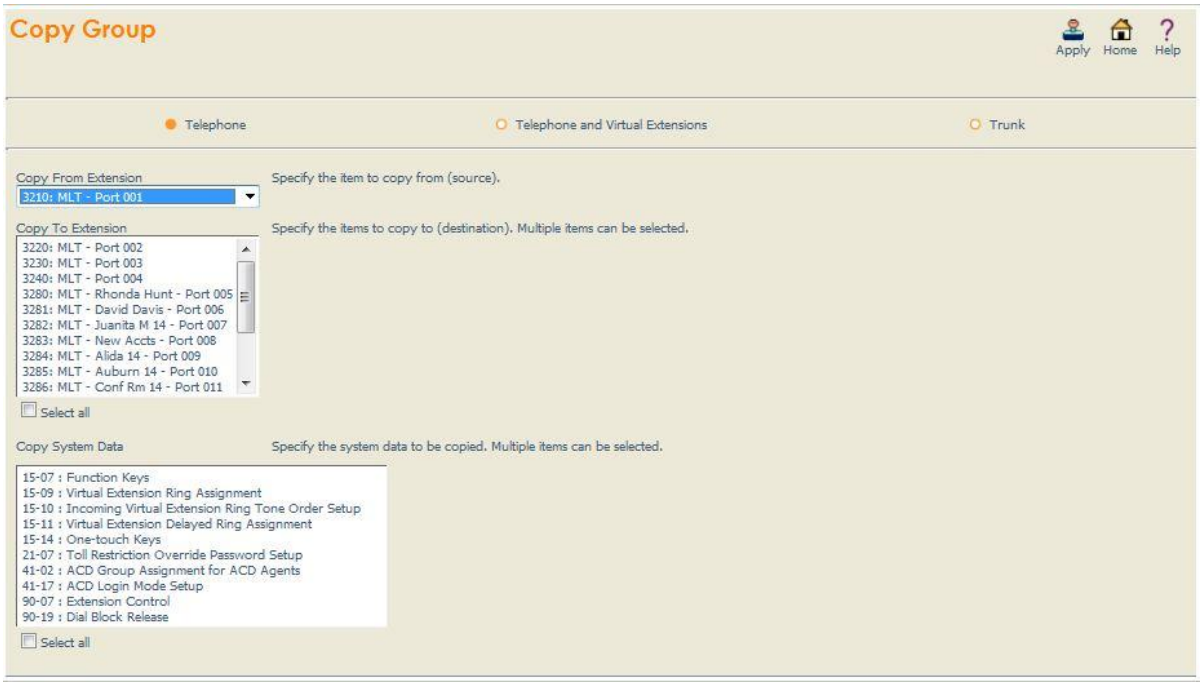
The **Wizards** area is a step by step walk through on programing specific features in the phone system. They can be helpful when looking for all that is involved to set up a specific feature, but sometimes take you to areas that are not completely necessary to program the feature you need.

Once a feature is selected the Memory Blocks are gone through in a step by step manner with the **Apply** button replaced with a **Next** button. When you have gone through all of the Memory Blocks necessary for the feature you are trying to program, the **Next** button is replaced with a **Finish** button. This will take you back to the **Wizards** main page.


Call Forwarding
Refresh
Back
Finish
Cancel
Copy
Copy Group
View page in wizard
Page 1 - Function Keys
Extension
3210: MLT - Port 001
Function Key (1-48) 1
Function Key
Function
Additional Data
01 *03 - Virtual Extension Key 3250
02 *03 - Virtual Extension Key 3260
03 *08 - CAP Key 1
04 *08 - CAP Key 2
05 *08 - CAP Key 3
06 *08 - CAP Key 4
07 *08 - CAP Key 3210
08 *00 - ICM Key
09 01 - DSS/One Touch 2213
10 01 - DSS/One Touch 7911
11 01 - DSS/One Touch 2201
12 01 - DSS/One Touch 2202
13 None
14 None
15 01 - DSS/One Touch 3284
16 None
Valid characters are 0-9, #, *, P, R, @.
P=Pause, R=Hookflash. See the help file for more details.

Copy

This section is used to quickly duplicate the programming of one phone to another. It is effective but not the most efficient way to set up a phone. It is recommended that you use the **System Data** section to program a phone rather than **Copy**.


Copy Group
Apply
Home
Help
Telephone
Telephone and Virtual Extensions
Trunk
Copy From Extension
3210: MLT - Port 001
Specify the item to copy from (source).
Copy To Extension
Specify the items to copy to (destination). Multiple items can be selected.
3220: MLT - Port 002
3230: MLT - Port 003
3240: MLT - Port 004
3280: MLT - Rhonda Hunt - Port 005
3281: MLT - David Davis - Port 006
3282: MLT - Juanita M 14 - Port 007
3283: MLT - New Accts - Port 008
3284: MLT - Alida 14 - Port 009
3285: MLT - Auburn 14 - Port 010
3286: MLT - Conf Rm 14 - Port 011
Select all
Copy System Data
Specify the system data to be copied. Multiple items can be selected.
15-07 : Function Keys
15-09 : Virtual Extension Ring Assignment
15-10 : Incoming Virtual Extension Ring Tone Order Setup
15-11 : Virtual Extension Delayed Ring Assignment
15-14 : One-touch Keys
21-07 : Toll Restriction Override Password Setup
41-02 : ACD Group Assignment for ACD Agents
41-17 : ACD Login Mode Setup
90-07 : Extension Control
90-19 : Dial Block Release
Select all

To copy an extension select the **Copy From Extension** and the **Copy To Extension** (hold Ctrl to select multiple extensions) and select the memory blocks to copy.

Swap

Swap is the easiest and quickest way to move phones around without calling a technician out to do it for you. All programming will be swapped, including voice mail. The only other thing that will need to be done is to physically swap the phones.

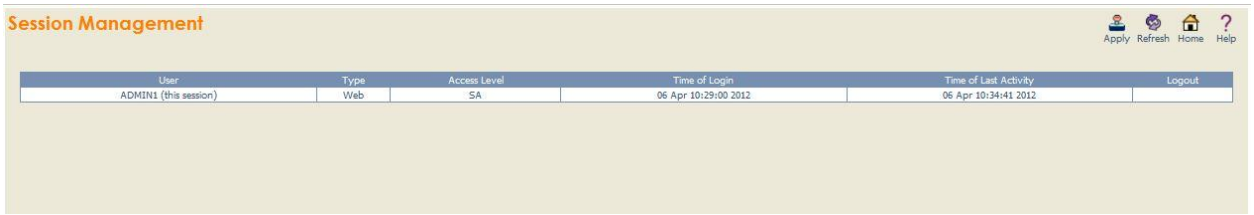
Swap
Apply
Home
Extension1
3210: MLT - Port 001
Select the extension to swap
Extension2
3210: MLT - Port 001
Select the extension to swap
Swap Extension1 with Extension2.
The following system data will be swapped.
15-01 : Extension Basic Setup
15-07 : Function Keys
15-09 : Virtual Extension Ring Assignment
15-10 : Incoming Virtual Extension Ring Tone Order Setup
15-11 : Virtual Extension Delayed Ring Assignment
15-14 : One-touch Keys
41-17 : ACD Login Mode Setup

To swap phones select the two extensions in the **Extension1** and **Extension2** fields and click **Apply**.

Note: There must be working phones at each location in order to do a Swap. If there is not a working phone at one or both locations, a tech will need to go onsite and make the physical connections for the phones.

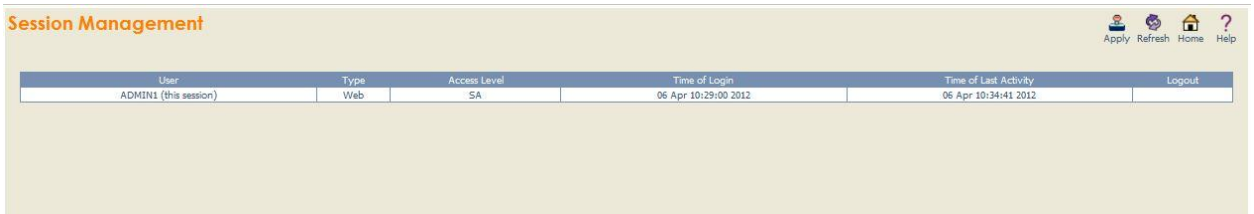
WebPro Settings and Accounts Setup

These pages are for information gathering only. They show the IP address of the phone system. If this IP address is changed, you will no longer be able to connect to the phone system.



Session Management

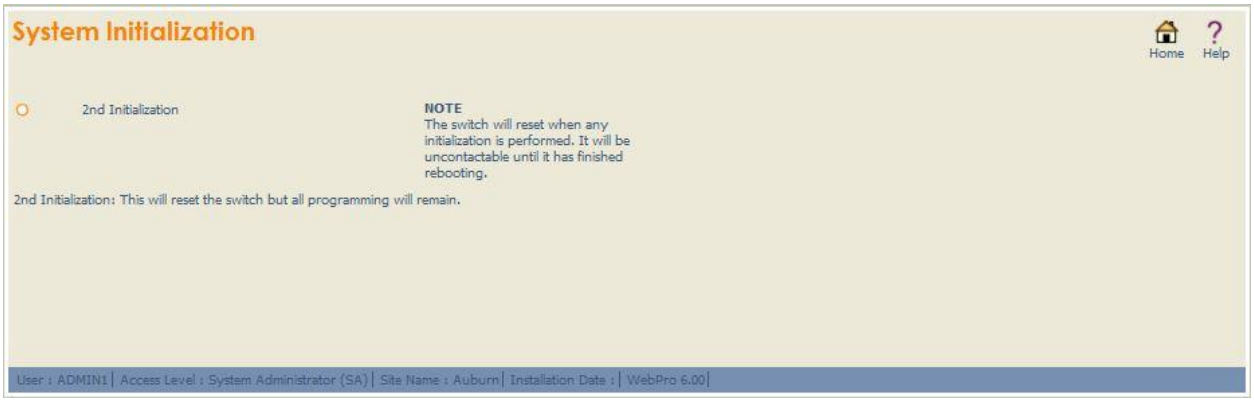
Session Management shows the last few times you have logged into WebPro. It shows the date, time, and how long logged in.



System Initialization

This area is to reset of the phone system without doing a physical power-down.

Note: It is not recommended to re-set the phone system unless instructed to do so by a Gaynor technician. The phone system can take from 2-10 minutes to reset depending on how many phones and special applications there are.


System Initialization
Home
Help
2nd Initialization
NOTE
The switch will reset when any initialization is performed. It will be uncontactable until it has finished rebooting.
2nd Initialization: This will reset the switch but all programming will remain.
User : ADMIN1 | Access Level : System Administrator (SA) | Site Name : Auburn | Installation Date : | WebPro 6.00|

To reset the system, click on 2nd Initialization and a warning popup appears.

Important Note:

Once you click "Ok" the phone system goes down immediately. Any calls currently in progress are dropped. The displays in all phones will go blank and not come back until after the phone system is back online.

Phone System Programming

This section will go over the **Memory Blocks** (**MB**) listed in the **System Data** section of WebPro. The most important areas will be covered while areas that are not normally adjusted will be skipped. If you require more information on the areas not covered contact Gaynor and it will be provided for you.

Section 10-XX: System Configuration

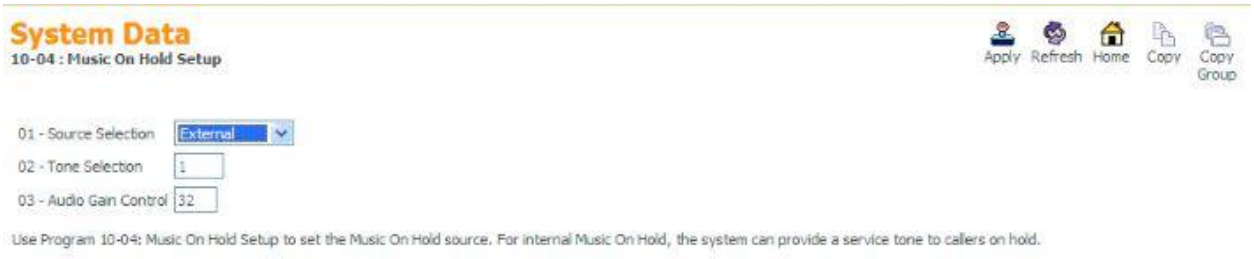
MB 10-01: Time and Date Setup

Enter the **Time and Date** information in this memory block. Input the hour in **24 hour** format.

System Data
10-01 : Time and Date Setup
Apply
Refresh
Home
Copy
Copy Group
01 - Year
02 - Month
April
03 - Day in Month
7
04 - Day of Week
Saturday
05 - Hour
19
06 - Minute
15
07 - Second
53
Value should be in the range 00 to 23
Use Program 10-01: Time and Date to change the system Time and Date through system programming. Extension users can also dial the Service Code set in 11-10-03 to change the Time if allowed by an extension's Class of Service.

MB 10-04: Music On Hold Setup

Use 10-04-01 to select **Music On Hold** (MOH) type. Options are **Internal** or **External**. **Internal** uses the built in music that the CPU provides. **External** uses the BGM/MOH output on the front of the CPU. A mono 1/8th inch audio cable is needed to plug into whatever music device you supply.


System Data
10-04 : Music On Hold Setup
Apply
Refresh
Home
Copy
Copy Group
01 - Source Selection
External
02 - Tone Selection
1
03 - Audio Gain Control
32
Use Program 10-04: Music On Hold Setup to set the Music On Hold source. For internal Music On Hold, the system can provide a service tone to callers on hold.

Note: Do not forget to provide a power supply for the music device. If the device is not set on repeat or the batteries go dead, music on hold will stop operating.

MB 10-21: CD-CP00 Hardware Setup

This memory block is used to select the CPU input source for Music On Hold. Do not adjust this memory block unless directed to by a tech.

System Data
10-21 : CD-CP00 Hardware Setup
Apply
Refresh
Home
Copy
Copy Group
04 - External Audio Source Selection
05 - General Purpose Relay Switch
CN8 - External Music On Hold, CN9 - External Speaker
CN8 - External Music On Hold, CN9 - External Speaker
CN8 - Background Music Source, CN9 - External Speaker
CN8 - External Music On Hold, CN9 - Background Music Source

MB 10-24: Daylight Savings Setup

Turn on and off **Automatic Daylight Savings**. The dates can also be adjusted in this memory block as well.

System Data
10-24 : Daylight Savings Setup
Apply
Refresh
Home
Copy
Copy Group
01 - Daylight Savings
02 - Switching Time
02:00
03 - Starting Month
March
04 - Starting Week
2nd week in month
05 - Starting Day of Week
Sunday
06 - Ending Month
November
07 - Ending Week
1st week in month
08 - Ending Day of Week
Sunday
Use Program 10-24: Daylight Savings Setup to set the options for daylight savings. As the telephone system is used globally, these settings define when the system should automatically adjust for daylight savings as it applies to the region in which the system is installed.

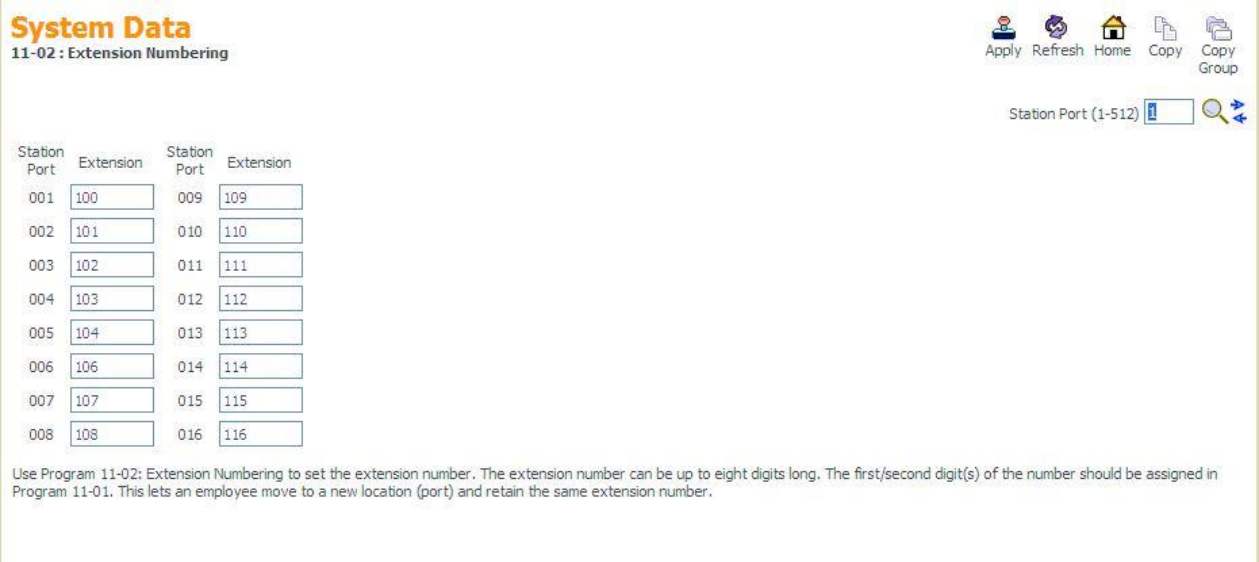
Section 11-XX: System Numbering Plan

MB 11-02: Extension Numbering

This memory block is used to assign extension numbers to physical ports in the system. It is also used to assign extensions for **IP Phones**, and **Mobile Extension** as well. Extension numbers must be valid numbers that fit within the numbering plan of the system. By default all extensions are three digits

in length and can start with 1, 2, or 3. This may be different on your system. Talk to the technician to get the numbering plan for your system.

The **Station Port** is the physical port on each card. Use the System Configuration screen to see what ports are assigned to each card. The connection blocks will also be labeled with the port numbers as well, for cross-connecting the phones.


System Data
11-02 : Extension Numbering
Apply
Refresh
Home
Copy
Copy Group
Station Port (1-512)
Station Port
Extension
Station Port
Extension
001 100 009 109
002 101 010 110
003 102 011 111
004 103 012 112
005 104 013 113
006 106 014 114
007 107 015 115
008 108 016 116
Use Program 11-02: Extension Numbering to set the extension number. The extension number can be up to eight digits long. The first/second digit(s) of the number should be assigned in Program 11-01. This lets an employee move to a new location (port) and retain the same extension number.

Note: If you do not have the proper tools or training, please do not attempt to cross-connect phones yourself. Damage can be caused to the circuit cards by improper connections and shorts. **A flathead screwdriver is not considered the proper tool!**

To assign an extension number for IP Phones and Mobile Extension, select a port that is not being used by a circuit card and input a valid extension number. Please note that there are limitations to what ports can be used by your system, they vary depending on the size and licenses your system has. The technician installing your system will set up a range of ports that can be used for both IP Phones and Mobile Extension.

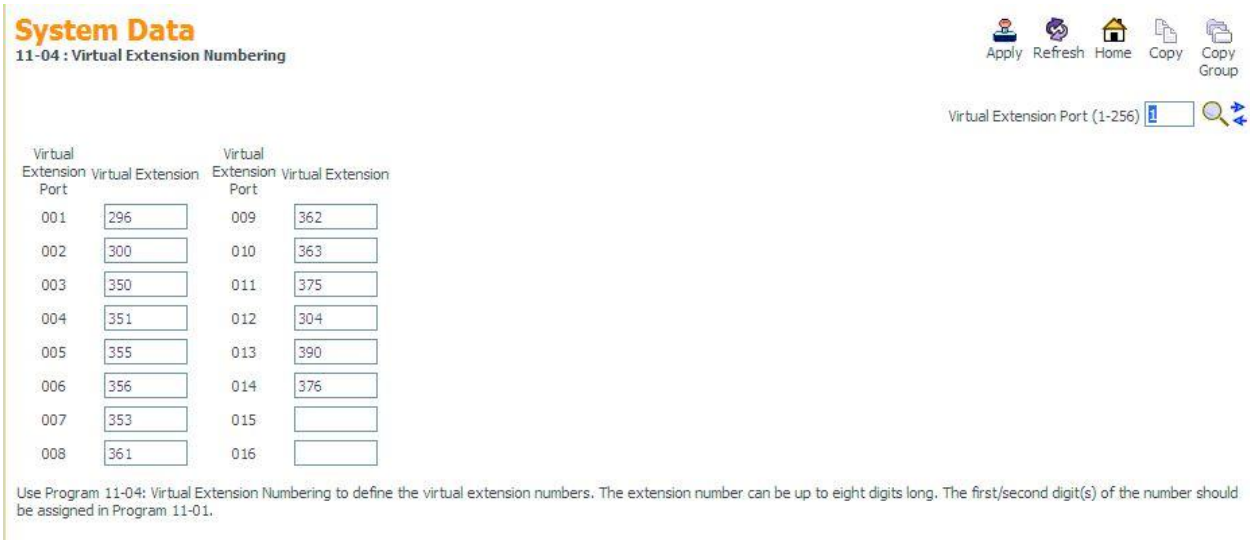
Note: After applying a change in MB 11-02 you must go to the **Home Page** and **Logout** of WebPro in order for the change to take effect. When assigning extensions for IP Phones, the IP Phone must connect and register to the system before more programming can be done on it.

MB 11-04: Virtual Extension Numbering

This memory block is used to assign extension numbers to Virtual ports on the system. **Virtual Extensions** do not have a physical phone attached but can be programmed and called just like a regular

phone. They are used for people who need an extension number and voice mail box, but do not have a desk to sit at.

Virtual extensions are assigned the same way as physical (real) extensions, except it does not matter what port they are on. Find the first open (blank) port and assign the extension number to use (remember that it must be a valid extension number within your numbering plan).



In some cases, incoming lines are routed through virtual extensions to allow us more flexibility in how we handle the calls. The most common example of this is with the **Incoming** key on the phones. This will be explained in greater detail during Extension Setup.

Important Note:

Do not delete a Virtual Extension unless instructed to do so by a AmeriCom or are 100% sure that it is no longer being used by the phone system. Deleting a virtual extension that is currently in use can create a lot of problems, including incoming calls no longer ringing properly.

MB 11-10 thru MB 11-16: Service Codes

These memory blocks list all of the **service codes** for accessing the different features of the phone system. You will notice that some of them are blank. These are features that are not enabled or licensed for your phone system. These memory blocks are to be used for reference only. **Please do not change these codes unless asked to do so**.

Important Note:

Changing the access codes in this memory block will directly affect the level of remote service we can give you. AmeriCom has a set standard that we use for the service codes of all our customers in order to make it easier for us to help you over the phone. If you change a service code, we will no longer be able to give you the correct code without logging into the system to check what has been changed.

System Data

11-10 : Service Code Setup (for System Administrator)

01 - Night Mode Switching for Own Group	*718
03 - Set System Time	*728
04 - Store Common Speed Dials	*753
05 - Store Group Speed Dials	*754
06 - Set Trunk to Trunk Transfer per Trunk	*733
07 - Cancel Trunk to Trunk Transfer per Trunk	*734
08 - Set Trunk to Trunk Transfer Destination per Trunk	*735
09 - Supervisor Charging Cost Display	
11 - Toll Restriction Credit Entry	
12 - Night Mode Switching for Other Group	*618
16 - Leave Message Waiting	*626
17 - Supervisor Dial Block per Extension	*601
18 - Call Forward Off-Premise by Doorphone	*722
20 - Playback/Record/Erase VRS Message	*616
21 - Playback VRS General Message	*611
22 - Record/Erase VRS General Message	*612
23 - Print SMDR per Extension	*621
24 - Print SMDR per Department Group	*622
25 - Print SMDR per Account Code	*623
26 - Forced Trunk Disconnect (Analog Trunk only)	
27 - Trunk Port Disable for Outgoing Calls	*645

Section 12-XX: Night Mode Service

MB 12-04: Holiday Night Mode Switching

If your system is set for **Automatic Night Mode Switching** this is where you can set the system to not switch for holidays. Find the day of year and input the **Schedule Pattern** you would like. The default pattern you will use is **2**, which is the standard after hours **Night Mode**. The tech that set up your system can give you the exact pattern you will need to use. Holidays can be set up one year in advance.

Section 13-XX: Speed Dialing

MB 13-04: Speed Dialing Number and Name

The system allows for each phone to have 20 of its own **speed dial** numbers. The system has up to 2,000 shared speed dials that can be accessed from any phone. The system numbers are assigned in this memory block.

To assign a speed dial, pick a **bin** (Speed Dial) that is empty and input it the phone number in the **Number** field. Input the number exactly as you would dial it on the phone (after dialing 9 for an outside line). If you are inputting a number that is in a different area code, be sure to add the **1** in front of the area code. In the **Name** field, input the name that you want this number to be referenced by. The phone system will list the names alphabetically so you do not need to worry about inputting them in any specific order. The **Transfer Mode** and **Destination Number** fields will remain blank for speed dials.

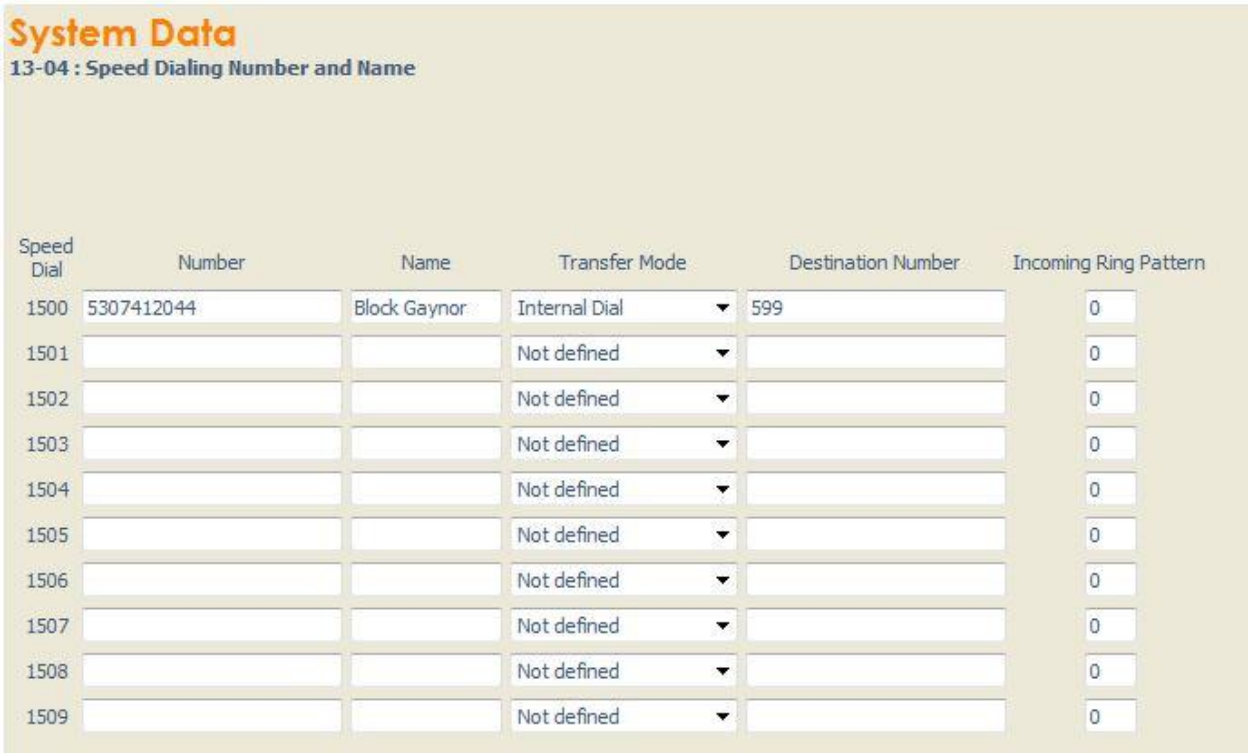
System Data

13-04 : Speed Dialing Number and Name

Speed Dial	Number	Name	Transfer Mode	Destination Number	Incoming Ring Pattern
0000	19169271500	Gaynor Sac	Not defined		0
0001	7412044	Gaynor YC	Not defined		0
0002			Not defined		0
0003			Not defined		0
0004			Not defined		0
0005			Not defined		0
0006			Not defined		0
0007			Not defined		0
0008			Not defined		0
0009			Not defined		0

The speed dials can be accessed two ways. The first is to press the **Dir** menu key followed by the **SYS** menu key. You can scroll through the speed dials by name. When you find the one you are looking for, just lift the handset or press speaker and the number will be dialed. The second is if you know the bin number of the speed dial, you can press **Redial** followed by the last three numbers of the bin number. For example; in the screen shot above, pressing **Redial** followed by **001** would call the Gaynor Yuba City number (741-2044).

You can also **block** or **re-route** a phone number from this memory block as well. To block a number find an open bin (use a higher number, preferably above 1,000) and input the number in the **Number** field as it appears in the Caller ID. In the **Name** field give it an appropriate name to properly document what it is being used for. Change the **Transfer Mode** field to **Internal Dial**. Set the **Destination Number** to the extension that you want the call re-routed to. To block a call, create a **virtual extension** in MB 11-04 and set the **Destination Number** to that extension. This will send the call to an extension that is not assigned to ring anywhere, essentially blocking the call from reaching anyone in your business without the caller ever knowing. Unless you forward the virtual extension somewhere or have it ring on a phone, the call will ring until the caller hangs up.



Note: Remember that the phone system can only block calls based on Caller ID. If someone is being blocked and calls from another number, they will get through. Some businesses use multiple phone numbers for outbound calls. Blocking them all could be a difficult task.

Section 15-XX: Extension Setup

MB 15-01: Extension Basic Setup

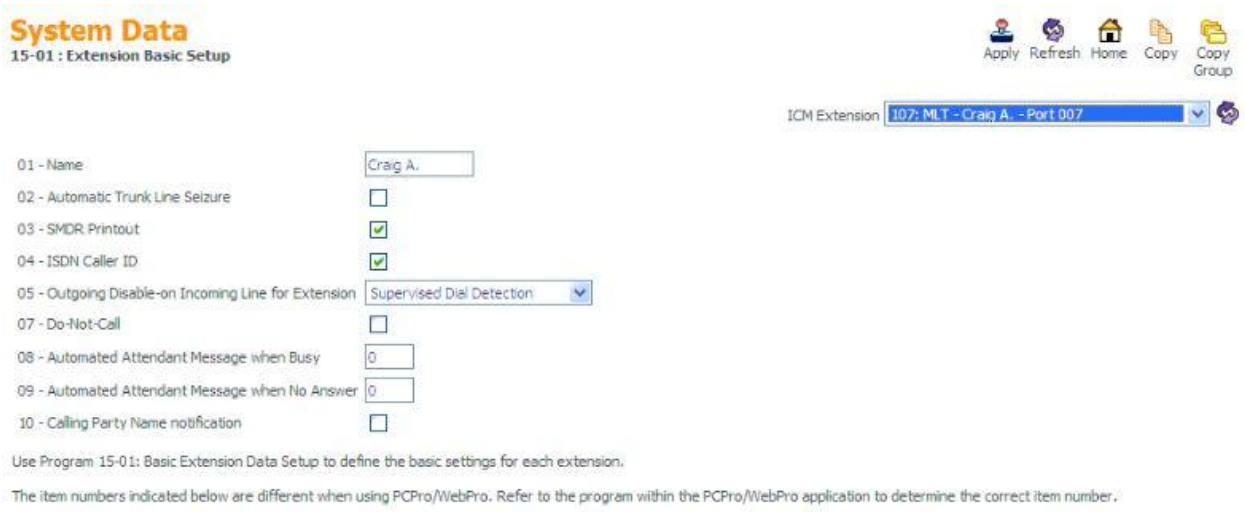
Important Note:

When making changes in MB 15-XX it is very important to remember to change to the proper extension number in the ICM Extension pull down before making any changes. Failure to do so will result in a change being made to the wrong extension. In most cases, the primary phone or reception phone is the first extension that shows up.

Refer to the System Data section for information on how to select the proper extension and what each means.

01 – Extension Name: Is used to program the name that shows up in the phones display. All extension numbers can be given a name, including Virtual Extensions. If your voicemail is an **In-Mail**, this memory block is used for the **Spell by Name Directory**. The name can be up to 12 Characters and cannot include special characters (< >, { }, [ ], \ /, etc).

02 – Outgoing Trunk Line Preference: Is used to select if the extension is to grab a direct line without having to dial **9** before the phone number. This memory block should only be checked for phones that do not need to dial extension to extension calls such as faxes, lobby phones, etc (note: calling voice mail is an extension to extension call).

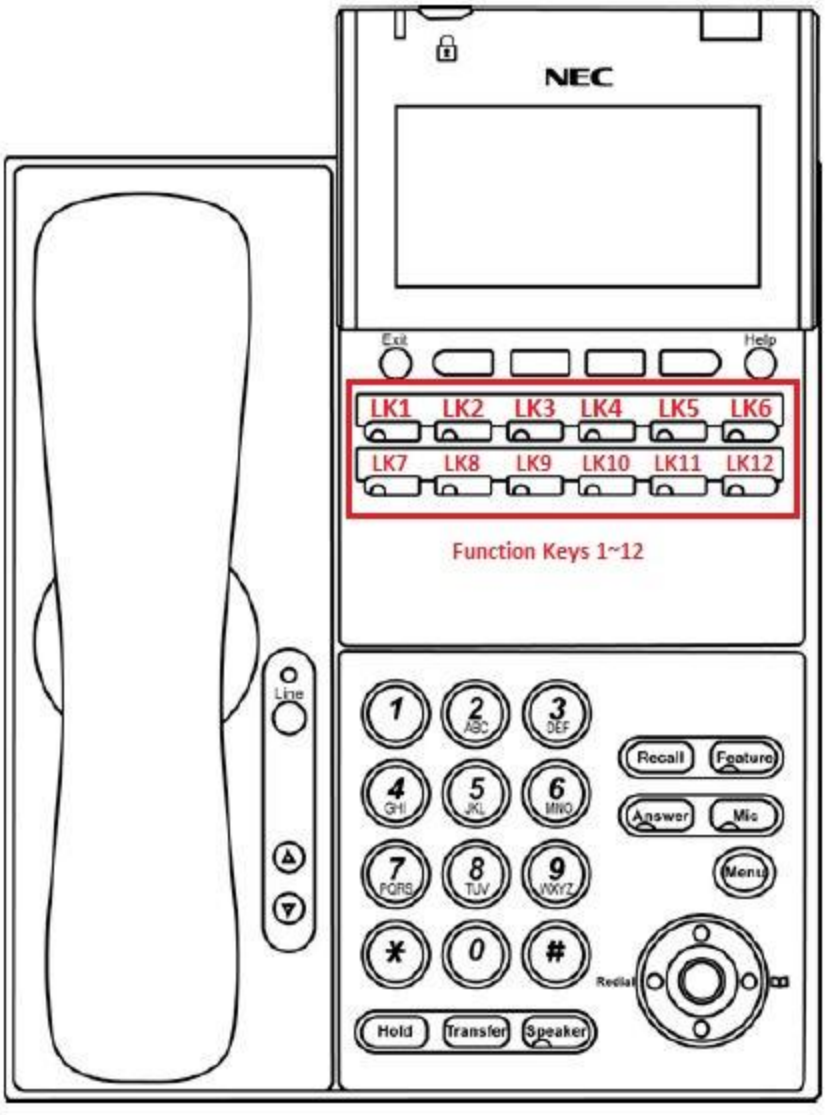

System Data
15-01 : Extension Basic Setup
Apply
Refresh
Home
Copy
Copy Group
ICM Extension
107: MLT - Craig A. - Port 007
01 - Name
Craig A.
02 - Automatic Trunk Line Seizure
03 - SMDR Printout
04 - ISDN Caller ID
05 - Outgoing Disable-on Incoming Line for Extension
Supervised Dial Detection
07 - Do-Not-Call
08 - Automated Attendant Message when Busy
0
09 - Automated Attendant Message when No Answer
0
10 - Calling Party Name notification
Use Program 15-01: Basic Extension Data Setup to define the basic settings for each extension.
The item numbers indicated below are different when using PCPro/WebPro. Refer to the program within the PCPro/WebPro application to determine the correct item number.

Note: It is a good idea to give all extensions a name even if they are not assigned to a person. A short description goes a long way when trying to remember what each extension number is used for years from now.

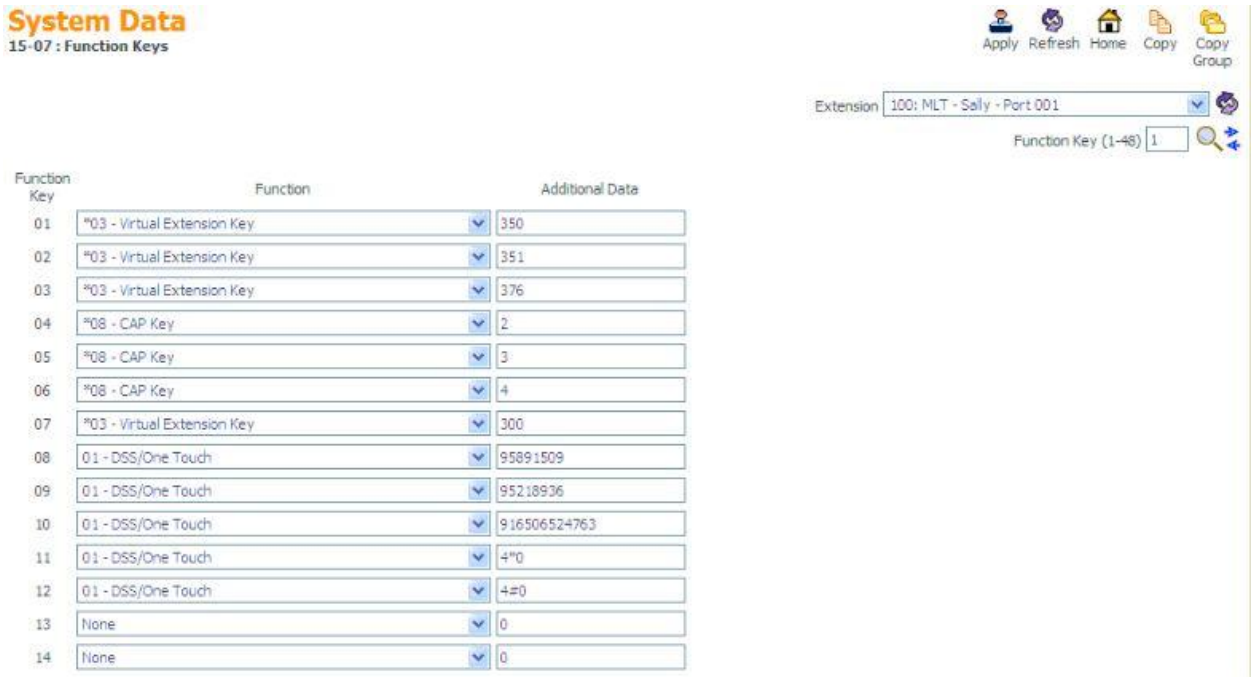
Leave the rest of the data at default on this page unless instructed to do so by a Gaynor tech.

MB 15-07: Function Keys

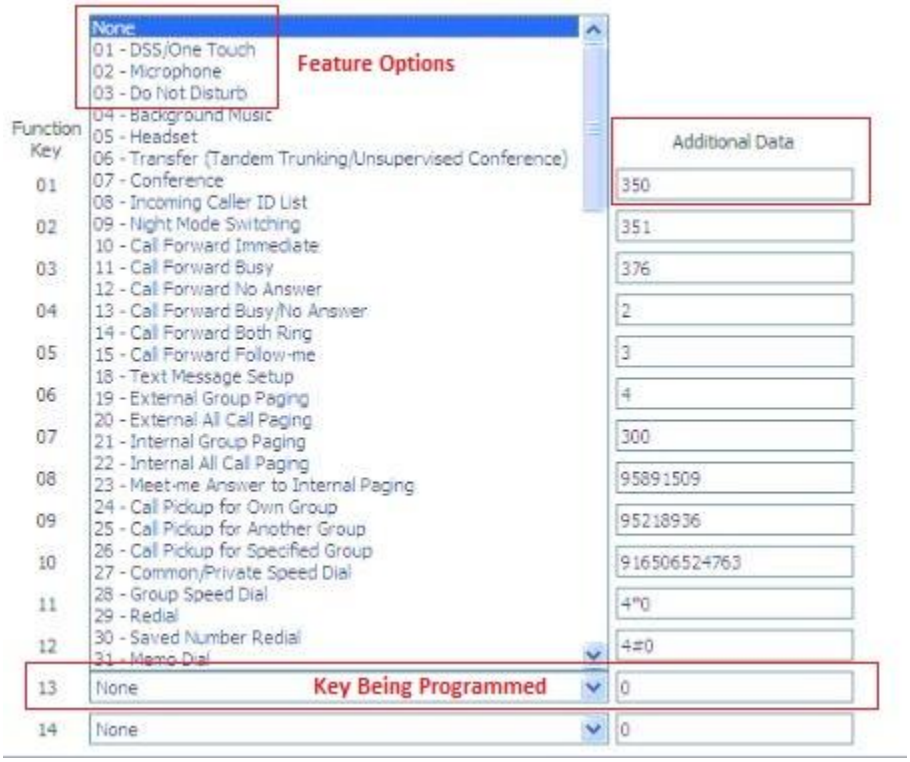
Function Keys are the line keys that are on the phone. They can be programmed in a variety of ways to make your most used features or most called people just a button away. The buttons are numbered from top left to top right as Function Key's one through six and continue on to the next row's in order. The number of buttons on a phone can range from as little as two buttons, to as many as 32. The image below shows a 12 button phone and how the Function Keys are numbered.



Note: The term **Line Keys** and **Function Keys** is interchangeable and you will hear both used.


System Data
15-07 : Function Keys
Apply
Refresh
Home
Copy
Copy Group
Extension
100: MLT - Sally - Port 001
Function Key (1-48)
1
Function Key
Function
Additional Data
01 *03 - Virtual Extension Key 350
02 *03 - Virtual Extension Key 351
03 *03 - Virtual Extension Key 376
04 *08 - CAP Key 2
05 *08 - CAP Key 3
06 *08 - CAP Key 4
07 *03 - Virtual Extension Key 300
08 01 - DSS/One Touch 95891509
09 01 - DSS/One Touch 95218936
10 01 - DSS/One Touch 916506524763
11 01 - DSS/One Touch 4*0
12 01 - DSS/One Touch 4#0
13 None 0
14 None 0

To assign a Function Key, after selecting the extension to modify, find the key to program and click the pull down in the **Function** field. Scroll through the **Feature Options** until you find the one you are trying to program and click it. If the Feature Option requires **Additional Data**, enter it in the next field. The first 16 Function Keys are shown on the first page. To advance to the next 16 click the small blue arrow pointing to the right next to the **Function Key (1~48)** field in the upper right.



There are several Feature Options for the Function Keys, most of which you will not use. The most important ones will be discussed here.

- **None**: This blanks out the key making it empty. Pressing a key that is set as none will cause nothing to happen.
- **01 – DSS/One Touch**: This is the most common used key. Its use depends on the **Additional Data** field.
    - Input an **extension number** in the Additional Data field to make the button act as a **BLF** (Busy Lamp Field) button. When that extension is off hook (or in use), the button will light up red. The extension can be called or a call can be transferred to the extension simply by pressing the button.
    - To make the button call an outside phone number when pressed enter **9** and the phone number to call the same way you would dial it on the phone (i.e. for long distance **1** and the **area code**).
    - To make the button a **Feature button**, input the feature code along with any additional data that needs to be dialed after the code in the **Additional Data** field. For example, to make a button to call forward your phone to your cell phone, in the Additional Data field enter ***741192232979**. This code can be broken down as, ***741** (Feature Code to Call Forward All Call – see MB 11-11-01), **1** (to set Call Forward), **9** (to grab an outside line), **2232979** (phone number to forward to).

        Note: If you use a Feature Button to set a Feature Code, you will need another button to cancel it as well.

Important Note:

If a button is not working, find a phone that it is working on to use as a reference. This is the easiest way to troubleshoot a feature button that is not working. Another way is to step through the process manually on the phone before entering it in the Additional Data field. For example, using the example above, manually forward your phone using the *741 code to see the exact steps that are necessary to forward the phone. Note those steps, and put them in the Additional Data field.

- **03 – Do Not Disturb**: Program a **DND** key on phone. You can also access DND through the **Menu Keys** on the top of the phone.
- **05 – Headset**: If using a wired headset program a **Headset key** on the phone to easily turn the headset on and off. Connect the headset to the **Headset jack** on the bottom of the phone next to where the Handset plugs into.
- **09 – Night Mode Switching**: Used for Administrative phones to put system in **Day Mode** or **Night Mode**. In most cases no Additional Data is necessary.

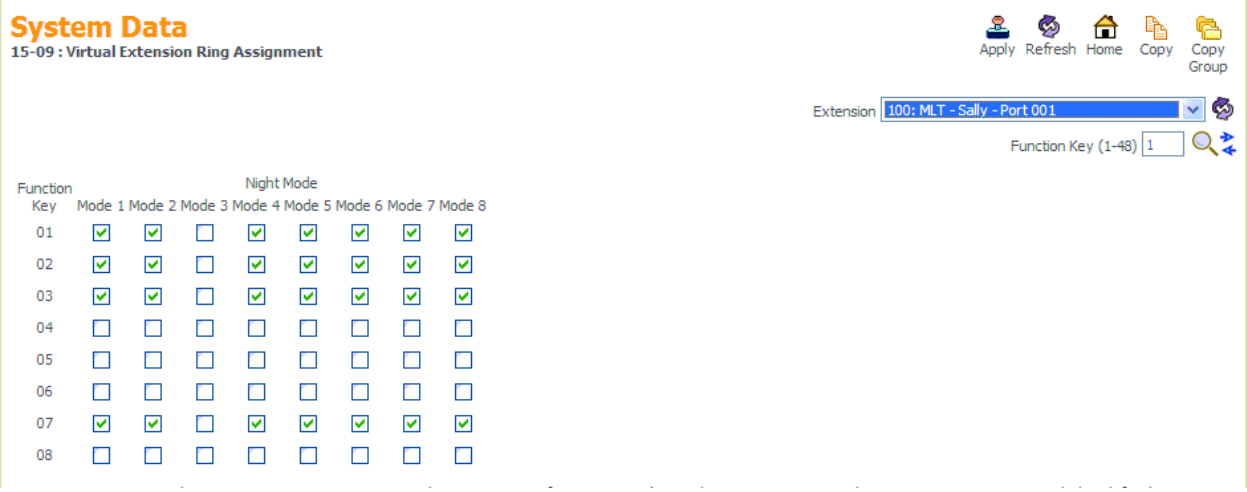
- **77 – In-Skin Voice Mail**: This key is to get **MWI** (Message Waiting Indication) for a mailbox other than the one attached to the phone (General Mailboxes, Department Mailboxes, etc.). Input the **mailbox number** in the Additional Data field.
- ***00 – ICM Key**: Placing an Intercom key on your phone will allow you to place internal calls on hold and easily pick them back up.
- ***01 – Trunk Key**: If you have a small system with only a few lines you might have **Trunk Keys**. These represent Line 1, Line 2, Line 3, etc.
- ***03 – Virtual Extension Key**: In most installations, the incoming calls will be routed through a **Virtual Extension**. Placing a Virtual Extension (or even a real extension) on a line key on multiple phones allows you to call that one extension and make several phones ring. Please note that this Option only makes the key flash when the extension is called. To make it ring, go to MB 15-09 as well.
- ***08 – CAP Key**: In most installations, along with using **Virtual Extension Keys** to route the incoming calls, **CAP** or **Call Appearance Keys** are used in the place of **Trunk Keys**. CAP keys are not tied to a specific trunk and therefore allow more flexibility when assigning line keys. CAP keys will be assigned by your installing technician on each phone. Each CAP key can handle one outside phone call. Conference calls use one CAP key per outside caller that is added to the conference call. To assign a CAP key, select this option and enter **0000** as the **Additional Data**. Once you click apply, the next available CAP key will be selected and the **0000** will be changed to that number.

Important Note:

At least one CAP or Trunk key must be programmed on a phone in order for it to make or receive outside calls. Outside calls can ring a phone with no CAP or Trunk key, but the user will not be able to answer that line.

MB 15-09: Virtual Extension Ring Assignment

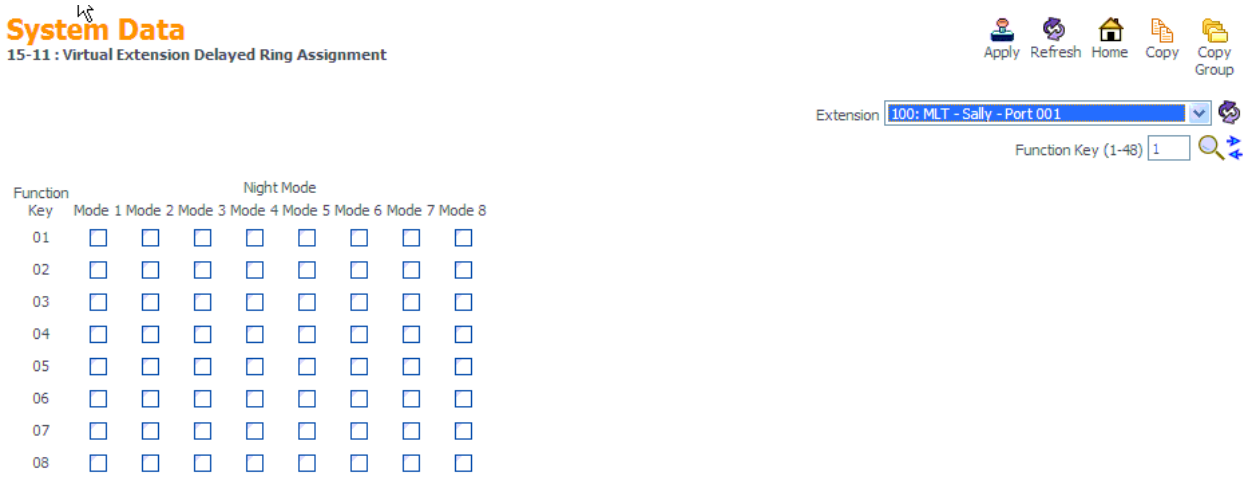
This memory block is used for function keys are assigned as **Virtual Extension Keys**. Find the extension number that has the virtual key to ring, find the function key the Virtual Extension Key is on, and check the check box for each mode that you want the Virtual Extension Key to ring.



MB 15-11: Virtual Extension Delayed Ring Assignment

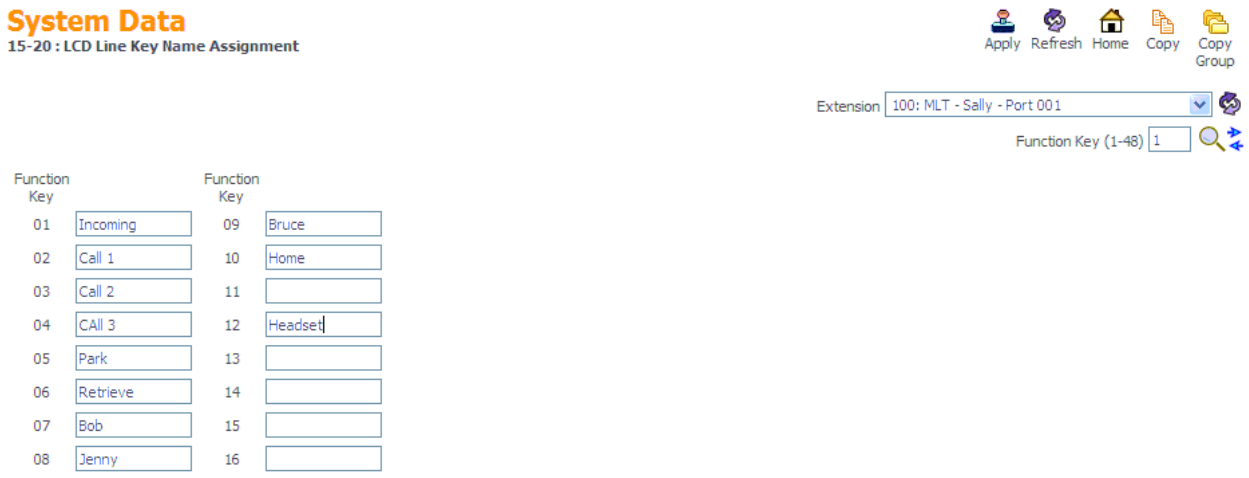
This memory block is for when a Virtual Extension key is needed to ring after a set period of time (10 Seconds by Default) rather than right away. To set delayed ringing, first assign the extension to ring in MB 15-09, and then check the same boxes in this MB to enable delayed ringing.

Note: It must be set (checked) in both memory blocks in order for delayed ringing to work.



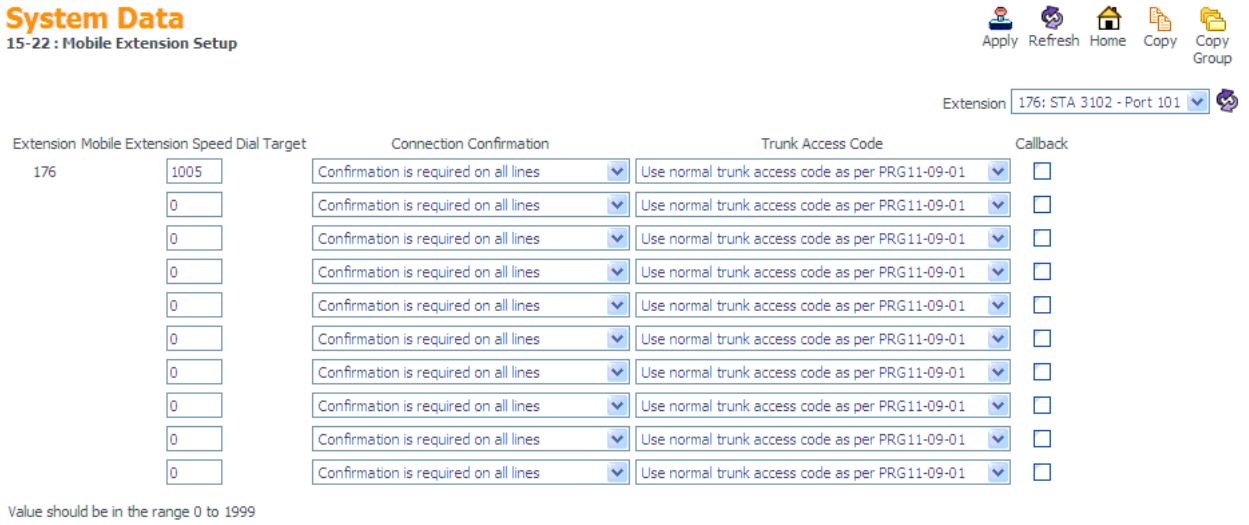
MB 15-20: LCD Line Key Name Assignment

For users that have purchased a **DESI-Less LCD** phone (model **DTL-8LD**), this MB is used to program the names for each key. When Function Keys are assigned in MB 15-07 default values are placed in this MB, but it is usually wise to re-name the key to something that makes the key easier to identify by the user.



MB 15-22: Mobile Extension Speed Dial Target

This memory block is used to assign a **mobile extension number** to a speed dial bin (MB 13-04). If you have **Mobile Extension** numbers available they will be listed here, assign the **speed dial bin** and leave the rest set at default.

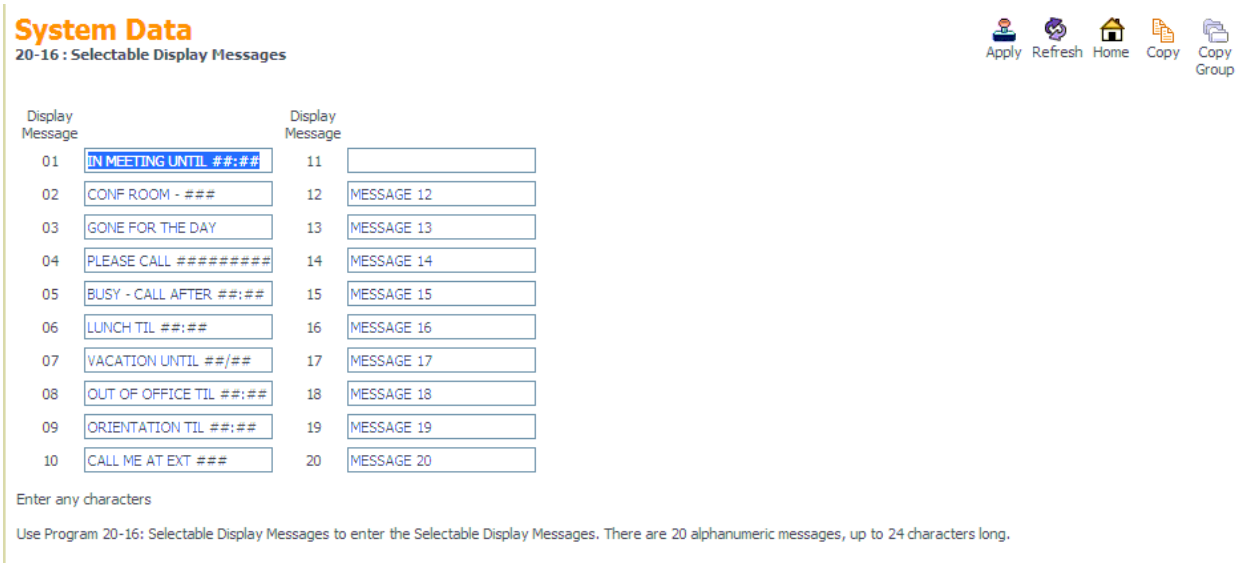

System Data
15-22 : Mobile Extension Setup
Apply
Refresh
Home
Copy
Copy Group
Extension
176: STA 3102 - Port 101
Extension Mobile Extension Speed Dial Target
Connection Confirmation
Trunk Access Code
Callback
176 1005 Confirmation is required on all lines Use normal trunk access code as per PRG11-09-01
0 Confirmation is required on all lines Use normal trunk access code as per PRG11-09-01
Value should be in the range 0 to 1999

Section 20-XX: System Options

MB 20-16: Selectable Display Message

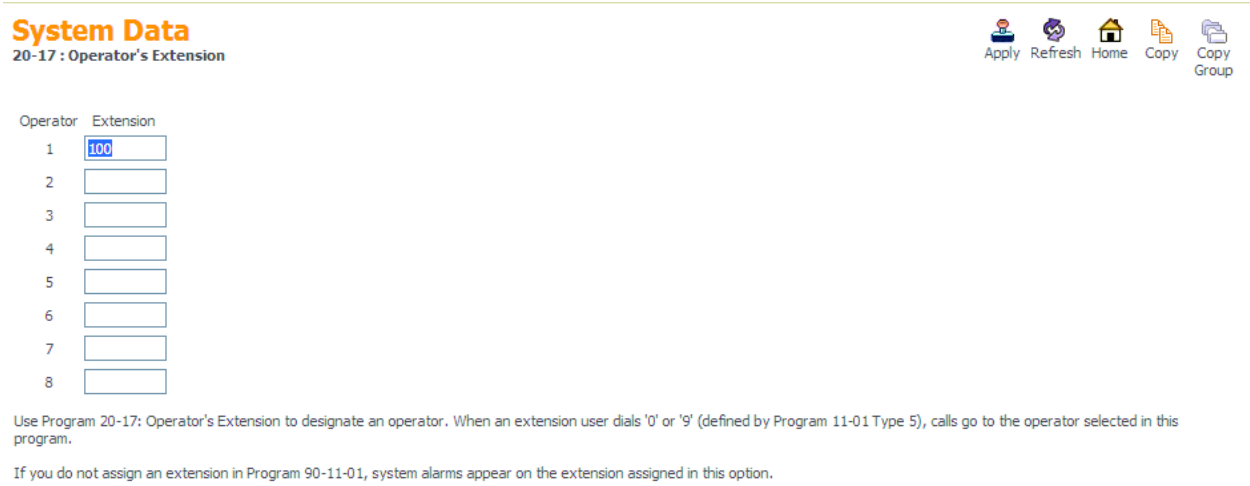
This memory bock allows you to customize the optional display messages when putting the system into Do Not Disturb (DND). There are 20 messages total, one through 10 are already

programmed but can be modified. The **#** sign requires the user to enter numbers when they select that message.



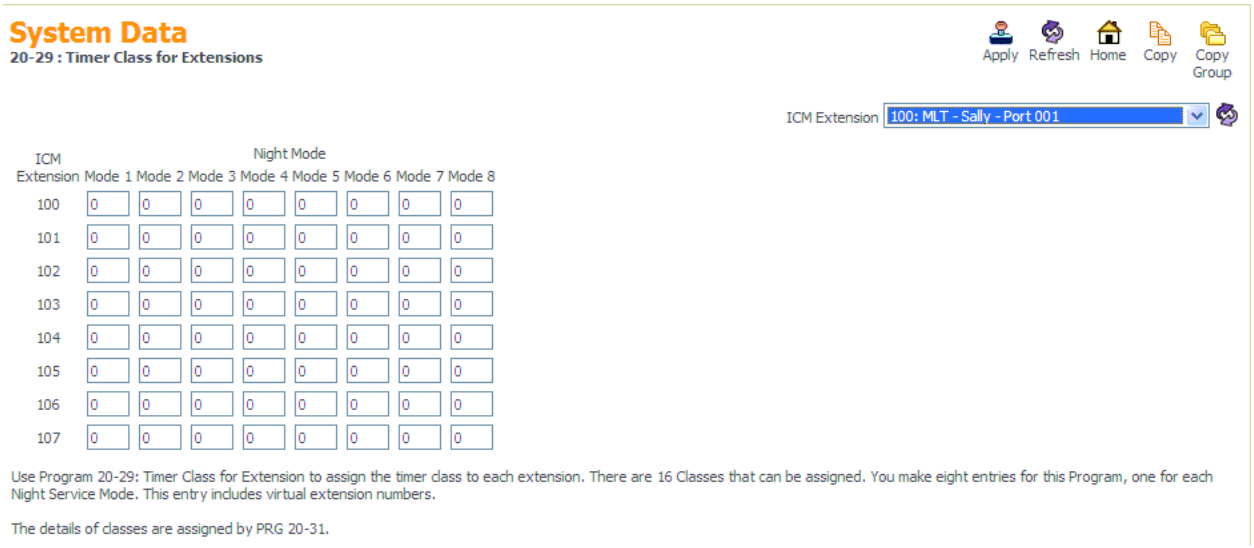
MB 20-17: Operator's Extension

This memory block selects the extension numbers that will ring when another phone dials **0**. This is only for **internal calls** and does not affect when an outside caller dials **0** out of a **voice mail box** or **Auto Attendant**. You can have up to eight total extensions ring. They will all ring at the same time.


System Data
20-17 : Operator's Extension
Apply
Refresh
Home
Copy
Copy Group
Operator Extension
1 100
2
3
4
5
6
7
8
Use Program 20-17: Operator's Extension to designate an operator. When an extension user dials '0' or '9' (defined by Program 11-01 Type 5), calls go to the operator selected in this program.
If you do not assign an extension in Program 90-11-01, system alarms appear on the extension assigned in this option.

MB 20-29: Timer Class for Extensions

This memory block is used mostly with **Mobile Extension**. Select the mobile extension number in the upper right of the screen, and change the **0** to the **class ID** given to you by your installing technician. Remember to make the change for all **Night Modes**.



Section 21-XX: Outgoing Service

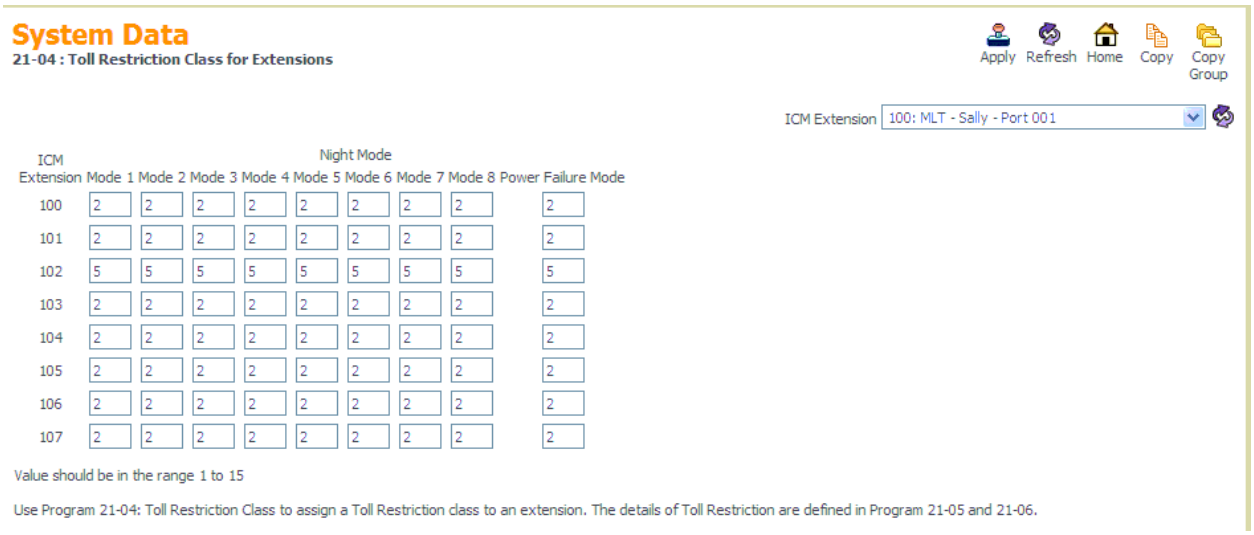
MB 21-04: Toll Restriction Class for Extensions

If you system has been set up with **Toll Restriction**, this is where you will assign the restrictions to each extension. Your installing technician will give you a list of **restriction classes**. Each class will restrict a phone in a different manner. One may be for local calls only, one may be for only calls within your area code, and another may allow two or more area codes along with your local area code.

The restriction classes can be as open or as restrictive as you like. A phone can be restricted all the way so that it can only dial **911** and one other specific phone number. Work with your installing technician to set up these restriction classes.

Note: When restricting a phone, always remember to allow 911 calls.

To assign the class to a phone, select the extension number in the upper right of the screen, change the default **2** to the proper class for all night modes. The default class of **2** only blocks **1900** and **976** calls. All others are allowed.


System Data
21-04 : Toll Restriction Class for Extensions
Apply
Refresh
Home
Copy
Copy Group
ICM Extension
100: MLT - Sally - Port 001
ICM Extension
Night Mode
Mode 1
Mode 2
Mode 3
Mode 4
Mode 5
Mode 6
Mode 7
Mode 8
Power Failure Mode
100 2 2 2 2 2 2 2 2 2
101 2 2 2 2 2 2 2 2 2
102 5 5 5 5 5 5 5 5 5
103 2 2 2 2 2 2 2 2 2
104 2 2 2 2 2 2 2 2 2
105 2 2 2 2 2 2 2 2 2
106 2 2 2 2 2 2 2 2 2
107 2 2 2 2 2 2 2 2 2
Value should be in the range 1 to 15
Use Program 21-04: Toll Restriction Class to assign a Toll Restriction class to an extension. The details of Toll Restriction are defined in Program 21-05 and 21-06.

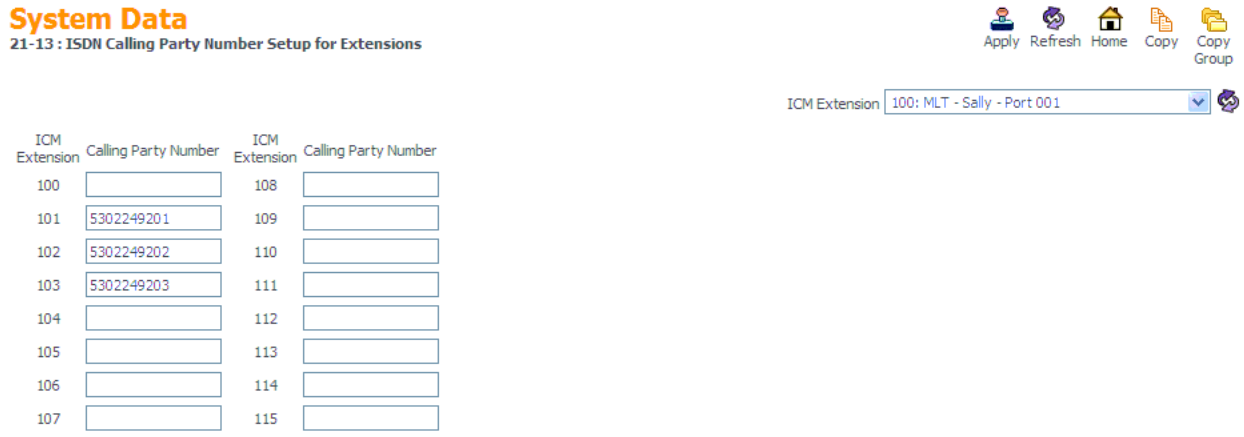
MB 21-13: ISDN Calling Party Number Setup for Extensions

If you have a **PRI**, you are allowed to change the **outbound Caller ID** for each extension. Select the extension number in the upper right, and enter the area code and number that you would like to show up on the outbound Caller ID for that extension. The number must be entered in a **10 digit format** with the area code, followed by the number with no spaces or dashes. Example: **5302232979**. Any entry left blank will use the default Caller ID (usually the company main number).

Important Note:

Caller ID spoofing is against the law (intentionally entering the wrong Caller ID to mislead someone). You are only allowed to enter numbers that are attached to the PRI (i.e. direct numbers or the company main number). Some providers will even block a call if the Caller ID does not match one of the numbers attached to the PRI.

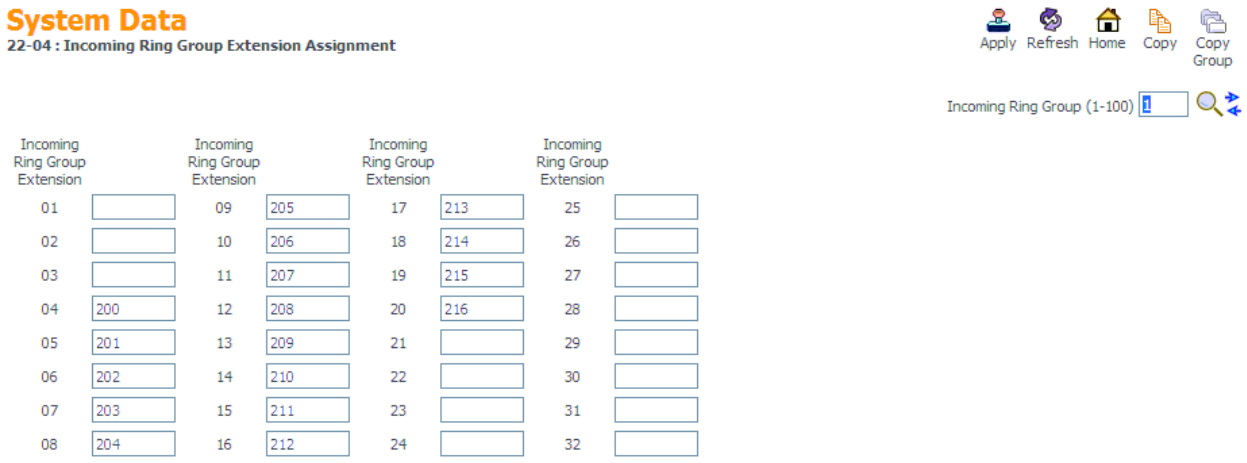
Note: This memory block only works if you have a **PRI**. Analog lines or super trunks (T1's) do not support this feature.



Section 22-XX: Incoming Call Service

MB 22-04: Incoming Ring Group Extension Assignment

If your system is set up as **Squared** (line keys are set as trunk keys) then this is where you assign what phones ring on incoming calls. Just enter the extension number that you want to ring in one of the open fields. To make a phone quit ringing on incoming calls, remove the extension.

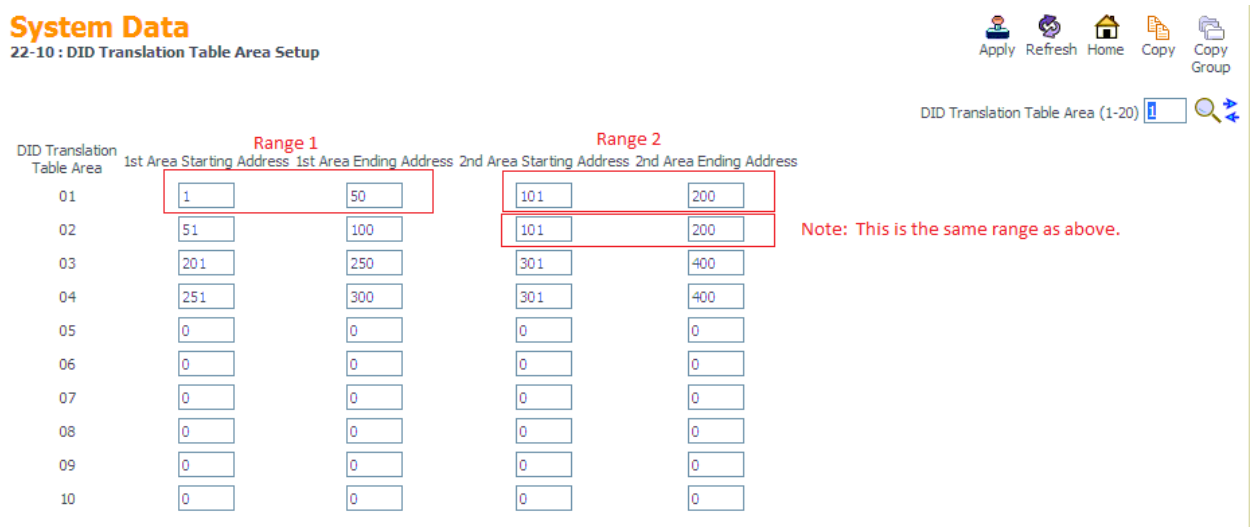


MB 22-10: DID Translation Area Setup

This memory block is to be used for information gathering purpose only. Please do not adjust this MB unless directed to do so by a Gaynor Telesystems technician.

If your system has a **PRI** or **DID's** then the incoming phone numbers are programmed in the next two memory blocks. This MB will give you a general idea of where to look in the next MB (MB 22-11), to find the number you want to program. In a typical setup, **DID Translation Table 01** is used in **Day Mode**, **DID Translation Table 02** is used for **Night Mode**. The rest, if programed, are used for other modes, or other sites if in a multi-site setup.

The area in **Range 1** and **Range 2** are the two different groups. Not all will match the screen shot below, (some will be reversed or use a different range) but the general idea is, the unique set of numbers in Range 1 is for the main numbers, and other numbers that need to go to different places during different night modes (i.e. front desk during the day, and the Auto Attendant during the night). The set of numbers in Range 2 are the same and will always go to the same place no matter what mode the system is in. These are used for Direct Lines, fax lines, etc. Note the ranges used so that you can easily find the number you want to modify in the next MB.


System Data
22-10 : DID Translation Table Area Setup
Apply
Refresh
Home
Copy
Copy Group
DID Translation Table Area (1-20) 1
Range 1
Range 2
DID Translation Table Area
1st Area Starting Address
1st Area Ending Address
2nd Area Starting Address
2nd Area Ending Address
01 1 50 101 200
02 51 100 101 200
03 201 250 301 400
04 251 300 301 400
05 0 0 0 0
06 0 0 0 0
07 0 0 0 0
08 0 0 0 0
09 0 0 0 0
10 0 0 0 0
Note: This is the same range as above.

MB 22-11: DID Translation Table

This MB is used to assign the specific DID's to route to the different extensions on the phone system. Find the range that is used in your system by checking out MB 22-10 and enter that number in the **DID Translation Table Entry (1-2000)** field in the upper right of the screen. Navigate through the different entries by using the blue left and right arrows.

Each entry is set up as follows:

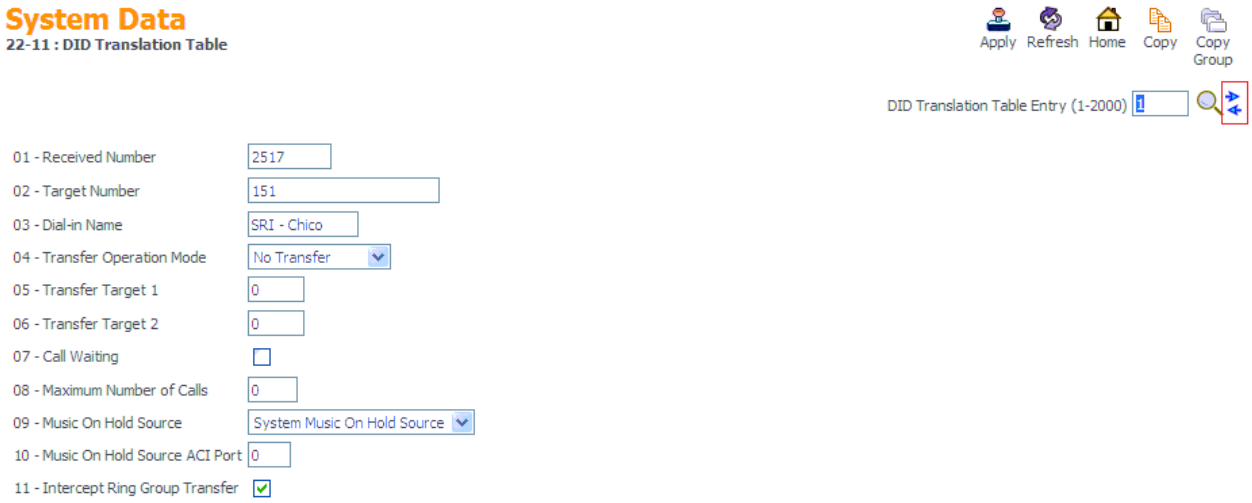
01 – Received Number: This is the last four digits of the phone number you are looking for. Scroll through the numbers until you find the one you want to modify. If looking for a direct line, it will usually be closely related to the DID Translation Table Entry.

For example; if the direct number you are looking for is 224-9262 and the range is 100-200, then look for table 162 to have an entry of 9262 for this field.

02 – Target Number: This is the extension number that the phone number should go to. An entry of 196 will mean that the call is being sent to voice mail.

03 – Dial-in Name: This is the name that shows up in the display of the phone when a person dials that number. It is always a good idea to give this field a name that describes what the line is used for so that another person working on the phone system will know that the line is used for a specific purpose.

04~11: Do not adjust these memory blocks unless instructed to do so by a Gaynor Tech. They can cause odd side effects when messed with.

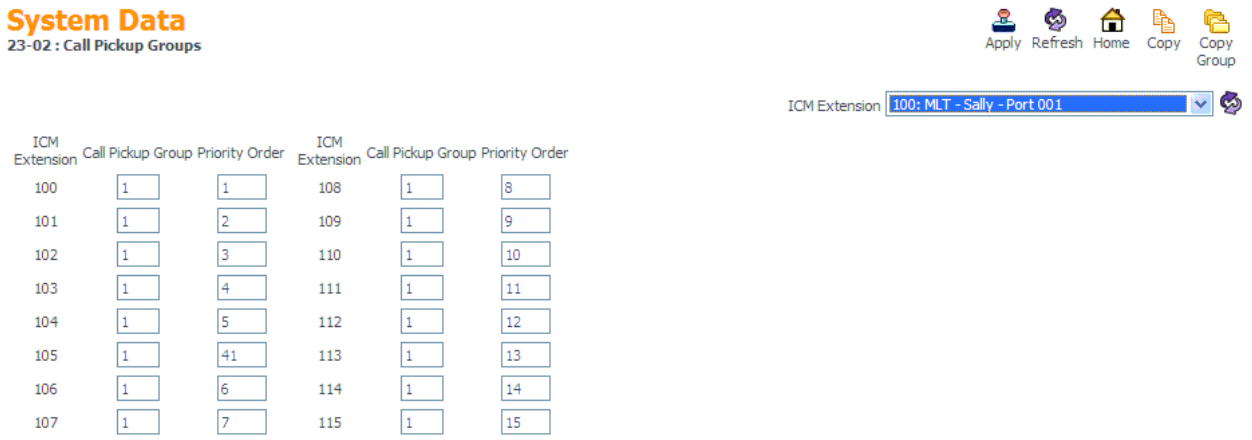

System Data
22-11 : DID Translation Table
Apply
Refresh
Home
Copy
Copy Group
DID Translation Table Entry (1-2000) 1
01 - Received Number 2517
02 - Target Number 151
03 - Dial-in Name SRI - Chico
04 - Transfer Operation Mode No Transfer
05 - Transfer Target 1 0
06 - Transfer Target 2 0
07 - Call Waiting
08 - Maximum Number of Calls 0
09 - Music On Hold Source System Music On Hold Source
10 - Music On Hold Source ACI Port 0
11 - Intercept Ring Group Transfer

Section 23-XX: Answer Service

MB 23-02: Call Pickup Groups

Call Pickup Groups allow a user to pick up another ringing phone from their phone by dialing ***#**. By default all phones are in the same pickup group. This can be a problem if phones are spread over a large area. If this is left default, someone could inadvertently pick up a call from another department while trying to pick up the call at the next desk over. There is a total of **64** pickup groups, use them to your advantage.

To program this memory block, select the extension to change, and assign a **Call Pickup Group** to it. The **Priority Order** is only used if two extensions in the same group are ringing at the same time. The extension with the highest priority will be answered first.


System Data
23-02 : Call Pickup Groups
Apply
Refresh
Home
Copy
Copy Group
ICM Extension 100: MLT - Sally - Port 001
ICM Extension Call Pickup Group Priority Order ICM Extension Call Pickup Group Priority Order
100 1 1 108 1 8
101 1 2 109 1 9
102 1 3 110 1 10
103 1 4 111 1 11
104 1 5 112 1 12
105 1 41 113 1 13
106 1 6 114 1 14
107 1 7 115 1 15

Note: It is a good idea to document what groups are assigned to each specific department or area. There is no place in the system to assign names to the groups.

24-XX: Hold/Transfer Service

MB 24-01: Hold System Options

This memory block is to adjust the timers used for placing calls on hold. The timers are as follows:

01 – Normal Hold Recall Time: This is the time before a phone call **recalls** (starts beeping the phone) when a call is placed on normal hold by pressing the **Hold** button.

02 – Normal Hold Callback Time: This is the time that a call will beep the phone during a Recall event. Once this timer is up, the call goes back on hold and the **Recall Timer** starts over.

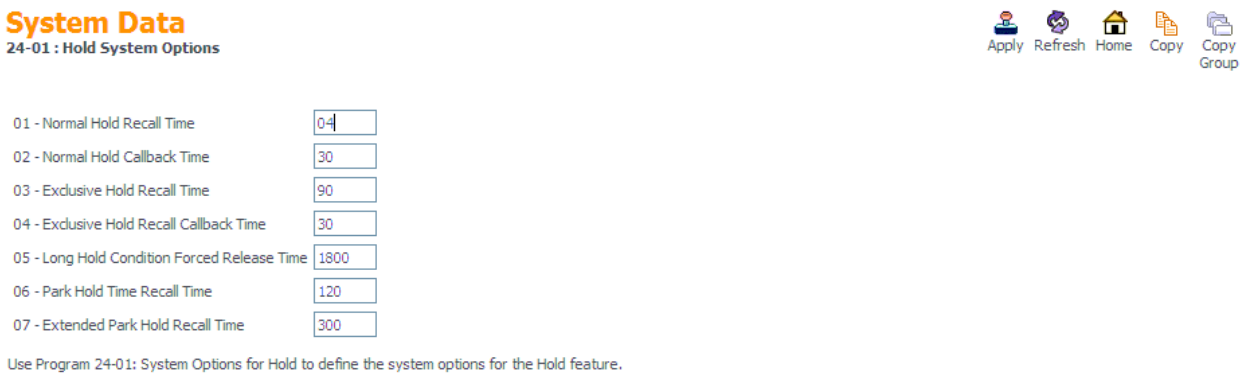
03 – Exclusive Hold Recall Time: This is the timer for when a call is placed on **Exclusive Hold**. This is done by pressing the **Feature** key before pressing the **Hold** key.

04 – Exclusive Hold Recall Callback Time: This is the same as 02 except for **Exclusive Hold**.

05 – Long Hold Condition Forced Release Time: This timer will hang up on a call that is placed on hold for too long. By default this timer is not used.

06 – Park Hold Time Recall Time: This is the **Hold Recall** timer for a call that is **Parked**.

07 – Extended Park Hold Recall Time: This timer is used if a call is set for **Extended Park**. By default, this timer is not used.



MB 24-02: Transfer System Options

This memory block adjusts the timers and options for transferred calls. They are as follows:

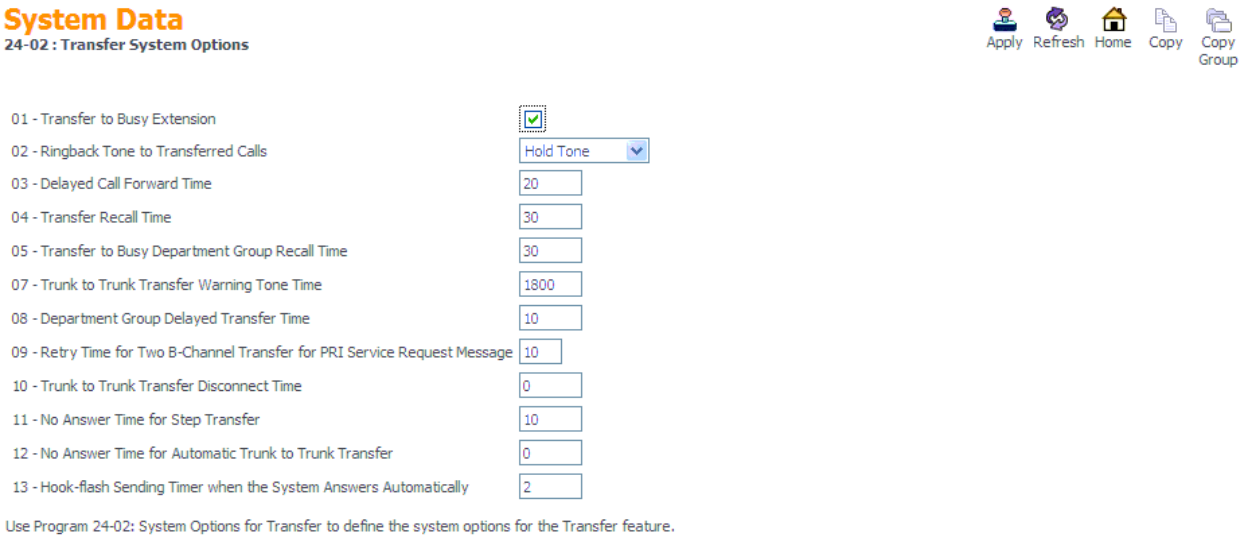
01 – Transfer to Busy Extension: This selects if you want the ability to receive a second call while on the phone. Check the box to enable.

02 – Ringback Tone to Transferred Calls: This selection allows you to choose what the caller hears when they are transferred. The options are **Ringback Tone** or **Music On Hold** (**Hold Tone**).

03 – Delayed Call Forward Time: This timer adjusts the amount of time a call will ring a phone before following the call forwarding programing in MB 24-09. This is usually to voice mail. Gaynor usually sets this timer around 18 seconds, which is about four rings.

04 – Transfer Recall Time: This is the timer is used if a call is not no-answer forwarded to a destination. After this timer expires, the call will return to the person that transferred the call.

05 ~ 13: These are usually left at default. If you need more information, contact a Gaynor Tech.


System Data
24-02 : Transfer System Options
Apply
Refresh
Home
Copy
Copy Group
01 - Transfer to Busy Extension
02 - Ringback Tone to Transferred Calls
Hold Tone
03 - Delayed Call Forward Time
20
04 - Transfer Recall Time
30
05 - Transfer to Busy Department Group Recall Time
30
07 - Trunk to Trunk Transfer Warning Tone Time
1800
08 - Department Group Delayed Transfer Time
10
09 - Retry Time for Two B-Channel Transfer for PRI Service Request Message
10
10 - Trunk to Trunk Transfer Disconnect Time
0
11 - No Answer Time for Step Transfer
10
12 - No Answer Time for Automatic Trunk to Trunk Transfer
0
13 - Hook-flash Sending Timer when the System Answers Automatically
2
Use Program 24-02: System Options for Transfer to define the system options for the Transfer feature.

MB 24-09: Call Forwarding Fixed Settings

This memory block controls the **call forwarding** settings for both real and virtual extensions. When a phone goes to voice mail after it is not answered, that is configured here.

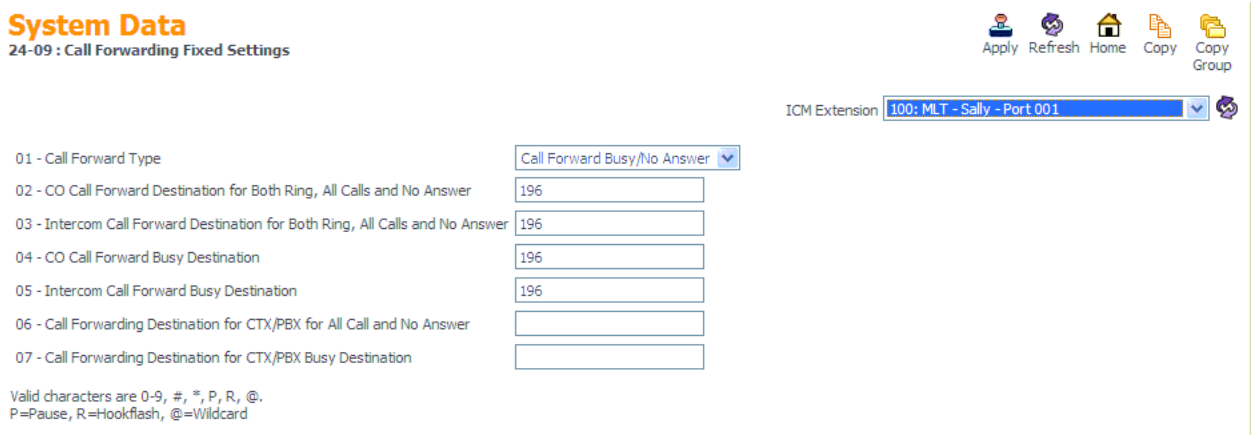
01 – Call Forward Type selects the type of forwarding that will be done. The options are:

- **No Call Forward**: The call will ring until it is answered.
- **Call Forward Both Ring**: This is used to make two extensions ring at once. Assign this if you are using **Mobile Extension**. Set the phone to have Mobile Extension to both ring and assign the Mobile Extension number in fields **02~05**.

- **Call Forward No Answer**: This will forward the call if it is not answered by the time the timer in MB 24-02-03 expires.
- **Call Forward Busy/No Answer**: This is the same as above, but also forwards the call if the extension is busy as well. This selection is typically used to forward a call to voice mail. To forward a call to voice mail, select this option and enter the extension number of voice mail in fields **02~05** .
- **Call Forward Busy**: This will only forward a call if the extension is busy.

Note: The default extension to voice mail is **196**. This may be different on your system, depending on your numbering plan.

You can use options **02~05** to customize the forwarding depending on where the call originates. For example, a phone can forward to a different extension (or outside phone number) if it is an extension to extension intercom call than if it is a call from the outside world. Typically though, all of these options are set to the same value. Options 06 and 07 are only used if you have Centrex lines and need to do a Centrex transfer.


System Data
24-09 : Call Forwarding Fixed Settings
Apply
Refresh
Home
Copy
Copy Group
ICM Extension
100: MLT - Sally - Port 001
01 - Call Forward Type
Call Forward Busy/No Answer
02 - CO Call Forward Destination for Both Ring, All Calls and No Answer
196
03 - Intercom Call Forward Destination for Both Ring, All Calls and No Answer
196
04 - CO Call Forward Busy Destination
196
05 - Intercom Call Forward Busy Destination
196
06 - Call Forwarding Destination for CTX/PBX for All Call and No Answer
07 - Call Forwarding Destination for CTX/PBX Busy Destination
Valid characters are 0-9, #, *, P, R, @.
P=Pause, R=Hookflash, @=Wildcard

Section 30-XX: DSS/DLS Consoles

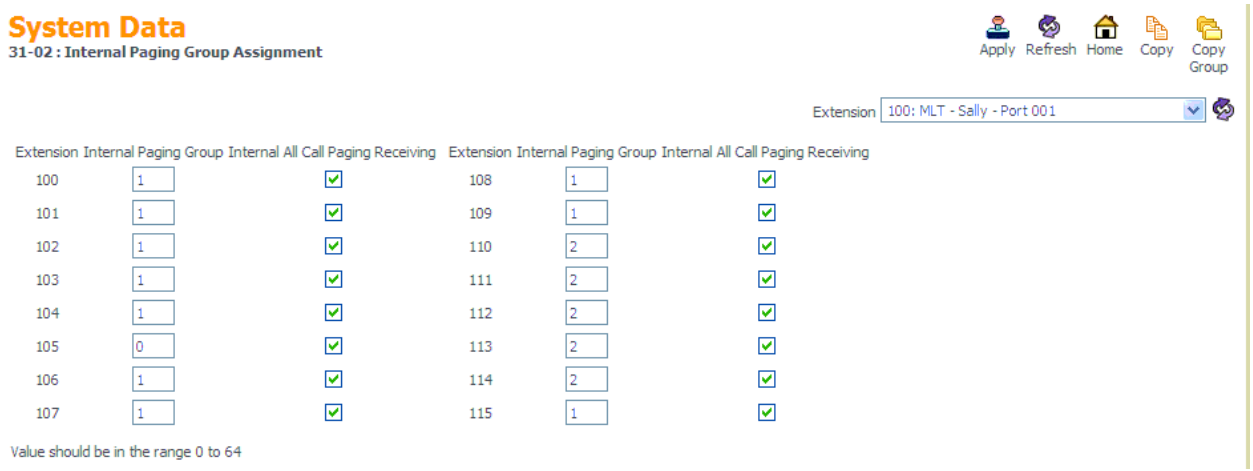
MB 30-03: DSS Console Key Assignment

If you have the large 60 button **DSS** side console on your phone, the keys for that device are programed here. This memory block is programmed the same way as MB 15-07. If you have multiple **DSS consoles**, select the console you want to program in the upper right before making changes. Consult your installing tech to find out what number each console has.

Section 31-XX: External Speakers and Paging

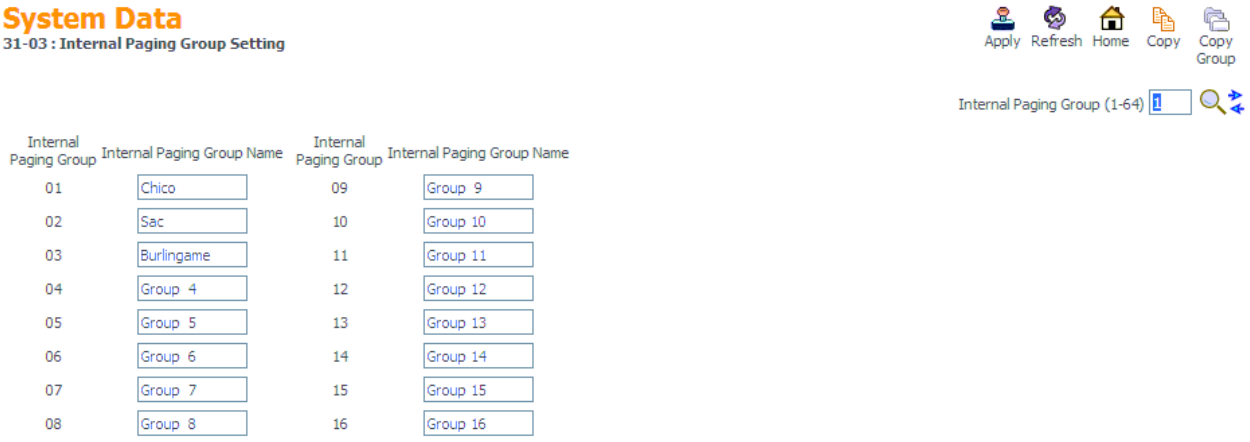
MB 31-02: Internal Paging Group Assignment

This memory block is used to assign **paging groups** to the phones. You can have up to **64** paging groups, but only **32** phones can be in a paging group. This includes the **All Call Page** group.



MB 31-03: Internal Paging Group Setting

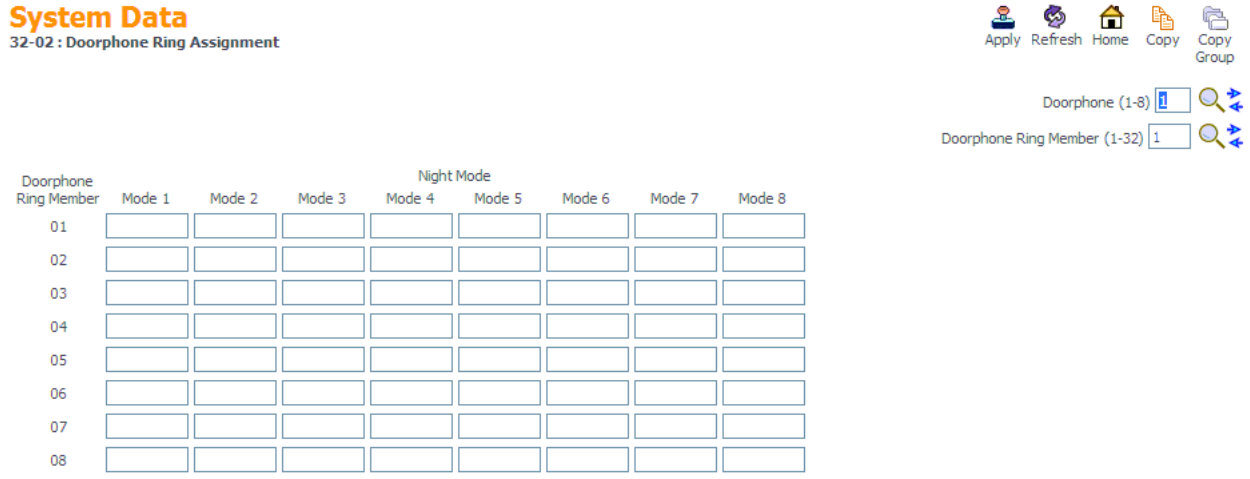
This memory block is used to document what each **page group** is used for. This also shows up on the display when that specific group is being paged.



Section 32-XX: Doorphones and Sensors

MB 32-02: Doorphone Ring Assignment

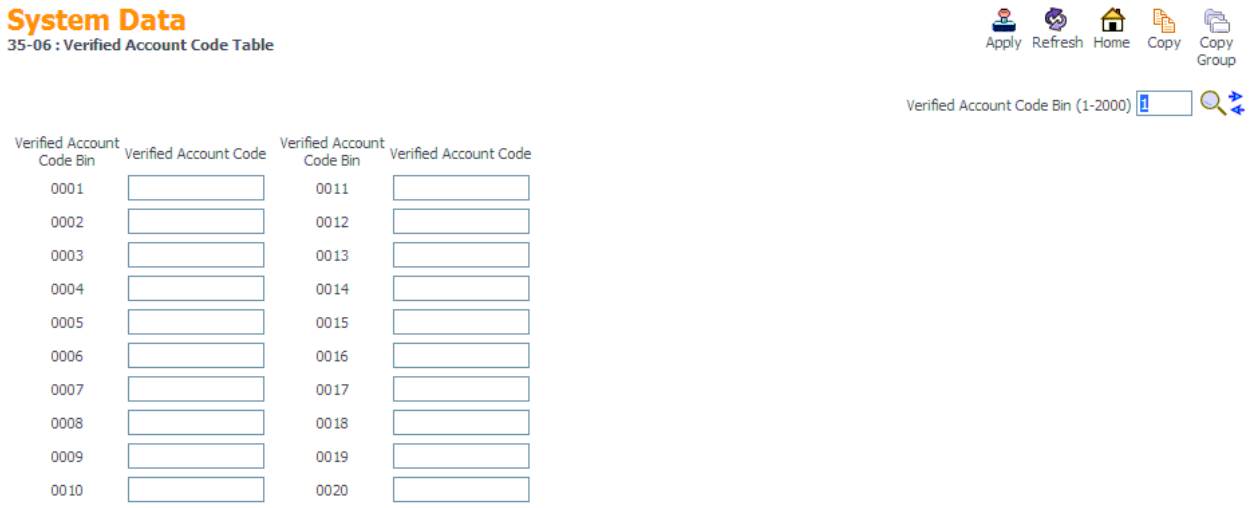
If your system has **door phones**, this memory block is used to assign the phones that will ring when a door phone button is pressed. Select the door phone to program in the upper right, and enter the extension numbers to ring for each mode in the open fields.



Section 35-XX: SMDR and Account Codes

MB 35-06: Verified Account Code Table

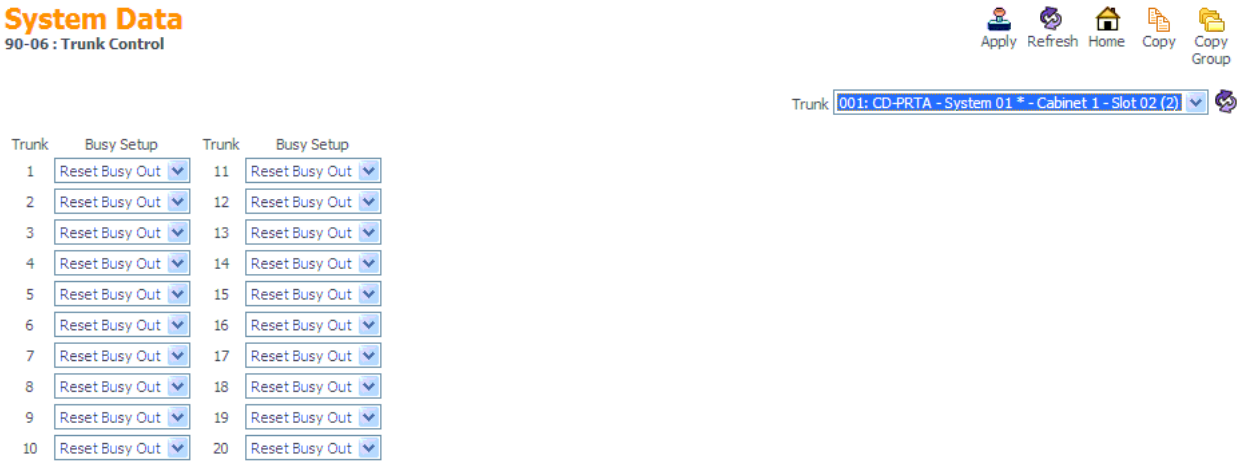
If your system is set up to use **Forced Account Codes** this is the area that those account codes are entered into. A phone that is set to use Forced Account Codes will not be allowed to make an outside call unless the user dials a code that exists in this memory block. It is up to you to keep track of what each code is used for. Usually this is done through your **SMDR software**.



Section 90-XX: Maintenance Command

MB 90-06: Trunk Control

This memory block is used to busy out trunks. This is only to be used if a phone line has an issue such as static, or is dead. Setting the trunk to **Set Busy Out** will make it so that the trunk is not grabbed when dialing **9** for an outside line. When the line has been repaired remember to change it back to **Reset Busy Out** so that the line can be used again.



MB 90-56: NTP Setup

If you would like your system to synchronize to a **NTP server**, check the box in **01 – NTP Synchronization** and enter the IP Address of the **NTP server in 02 – NTP Server IP Address**.

Note: Use the IP Address of the NTP server, not the DNS name. By default, no DNS server is assigned to the phone system.

How Do I?

This section will cover some of the basic and most common features that you may want to program up.

DID (Direct Line) Programming

DID's are direct lines that can be assigned to each individual extension or department. If you have a PRI, you probably have a bank of DID's that you can assign to your employees.

Programming:

- MB 22-10 – Look at the ranges assigned here. This will tell you where to look for the DID's in the next memory block. The range you will most likely be using will be the one that is the same for all DID Translation Table Areas that are assigned.
- MB 22-11 – Scroll through the DID Translation Table Entries to find the DID you would like to assign.
    - **22-11-01** – this is the last four digits of the phone number to assign. This entry should already exist.
    - **22-11-02** – Enter the **extension number** that the DID will go to.
        - Note: To un-assign a DID, make this field blank.
    - **22-11-03** – Enter a **name** that will show in the display when this number is called. It is always a good idea to enter something here even if you do not think it is necessary. This help with documentation later on.

Usage:

Once the DID is programmed, call it to test. Caller ID should show in the display along with the name programmed in MB 22-11-03. If the call is not answered, it should ring into voice mail just like any other call to that extension.

Mobile Extension:

This feature links your cell phone to your desk phone so that they act as one extension for incoming calls. If the call is not answered on your cell phone, the call will go to the NEC voice mail, rather than the cell phone voice mail.

Before continuing, work with your Gaynor tech to find the port range that you should be assigning the Mobile Extension numbers to as well as the limitations on how many Mobile Extensions you can have. Your system is limited on the number of ports based on the licenses that you purchase. Each mobile extension uses an additional port license.

Programing:

- MB 11-02 – Assign an extension number to an open port. Pick a port that is in the range given to you buy a Gaynor tech. Use an extension number that is within your numbering range but is similar to your desk phone. For example, if your extension is **235**, assign your mobile extension as **335**. This is not required, but will make it much easier to maintain in the future.
  Note: After assigning the extension number, you must log out and back in so that the extension number will be available for programming.
- MB 13-04 – Pick a speed dial bin that is in the higher range but is also related somehow to the extension number. Using the example above, we would use Speed Dial bin **1335**. Assign the cell phone number in the **Number** field. Give it a name in the **Name** field such as "Ron Mobile Ext." Leave the **Transfer Mode**, **Destination Number** and **Incoming Ring Pattern** at default.
- MB 15-01 – Go to the Mobile Extension number and give it a proper name. This step is not required, but is a good idea for documentation.
- MB 15-22 – Find the Mobile Extension number in the Extension field and assign the Speed Dial bin created above in the **Mobile Extension Speed Dial Target** field. The **Connection Confirmation** field should be left at default but can be turned off if necessary. This field makes the user dial ***** in order to connect the call. This is done so that the cell phone voice mail cannot answer the call by mistake. The other two fields should be left at default.
- MB 20-29 – Your installing tech should create a timer class for mobile extensions. Assign the Mobile Extension number to this **Class of Service** for all modes. Do not assign the desktop phone, just the Mobile Extension number.
- MB 24-09 – Select the Mobile Extension number, and set it to **Call Forward Busy/No Answer** for the Call Forward Type. Assign 02~05 to **196** (or the pilot of Voice Mail if different).
- MB 15-07 – In order to turn this feature on and off, you must have a **Set** and **Cancel** button. Select the extension number and find the two keys you want to assign. Set both as **01 – DSS/One Touch Key**.
  - For the **Set** or On key, assign the second data as follows: ***7451{ext}**. Where **{ext}** is the Mobile Extension number
  - For the **Cancel** or Off key, assign the second data as follows: ***7450**.

Usage:

To use this feature, press the **Set** (On) key and the **Speaker** key. Once a call is transferred to the desk phone, it will also ring the cell phone. When the call is answered on the cell phone, you will hear a series of beeps. Press the ***** key to take the call. If the ***** key is not pressed, or the call is not answered, it will go to the NEC voice mail.

To turn the feature off, press the Cancel (Off) key followed by the Speaker key.

Important Note:

Your cell phone may not ring right away. There is a delay between the time a call is placed, and the time it takes before your cell phone starts to ring. This is a limitation of cell phone carriers, not the NEC phone system. Your phone system may also take additional steps to press the * key. Work with **AmeriCom** tech to adjust the voice mail timer so that you can get the call in time.

Music on Hold

This feature allows callers to hear music or your favorite radio station while placed on hold rather than silence. This is especially important if you have an up-front Auto Attendant. When a call is transferred to an extension, the caller knows that they are on hold and have not been hung up on.

Programming:

- MB 10-04-01 – Set to **External** for using an external device, such as a CD player, or iPod. Set to **Internal**, if you would like the default MOH tones. This is not recommended, these tones are horrible and you will get a lot of complaints about them. Do not use **Service Tone**!! This selection plays a busy tone to the callers on hold.

Usage:

Plug in your device to the front of the main processor's CN8 MOH connector. The cable needed is a 1/8th inch mono cable. The volume is adjusted on the device itself. Be sure to call in and test the volume to make sure you are not blowing out your callers ears.

Night Mode Switching

Night Mode is typically used to turn the **Auto Attendant** on and off. This can be setup in a number of ways. The easiest is to program a button to turn Night Mode on and off. You can also dial a service code from an Administrative phone (***718** at default). There are a total of eight possible night modes, but typically only modes 1 and 2 are used.

Programming:

- MB 15-07 – Pick the extension (must be Administrative extension) and the line key to assign the Night Mode key to. Set the **Function** field to **09 – Night Mode Switching**. For the **Additional Data**, assign the night mode that the system should switch into when the button is pressed (**1**-**8**). Set this field to **0** to make it a toggle button to go between modes **1** and **2**.
- MB 12-04 – If your system automatically switches to night mode, use this memory block to assign the holidays and what mode the system should be in for those holidays. This will not activate the **Holiday Greeting** in the voice mail, instead it will make sure that the phone system does not switch into **Day Mode** on the Holiday.

Usage:

Press the **Night Mode** button that you programmed and press **Speaker**, or dial the Night Mode Service Code (***718** at default) followed by the mode that you want the system to be in. Check with your installing technician to see exactly how many Night Modes are set up on your system, along with what each mode does.

Note: Only **Administrative** phones can put the system into Night Mode. If a non Admin phone tries to put the system in Night Mode, nothing will happen. To find out what phones are Administrative phones, or to assign a phone as Admin, talk to your installing tech.

Park and Retrieve Keys:

This feature is used for systems that are set up as CAP and CAR where instead of seeing each individual lines on the phone, you will see Call keys. These keys are unique to your phone. Any call that you take will show up on your phone but not others.

Programming:

- Go to MB 15-07
- Select the extension and key to program.
- Assign the key as **01 – DSS/One Touch**
    - For a Park key, assign the second data as ***4**
    - For a Retrieve key, assign the second data as **4#**

Note: Be sure to check the programing of a phone that has a proper working Park and Retrieve keys before assigning. In some cases the second data will be three digits, such as **4*0**. This is to make the Parking process easier by only having to dial one number after pressing park rather than two.

Usage:

To Park a call, press the **Transfer** key, followed by the **Park** key and a location number. This will be **00~64**. If you are using the third digit as described above, the location number will be **0~9**.

To Retrieve a call, press the **Retrieve** key followed by the location number.

Speed Dial Numbers

The phone system can have up to 2000 system speed dials and each phone can have 20 of it's own dedicated personal speed dials. The system speed dials are programmed through WebPro, and the personal speed dials are programmed by each user at their phone.

Programming:

System Speed Dials

- MB 13-04 – Pick an open Speed Dial bin (number) and assign the number just as you would dial it